E-Verify

User Manual

For Employers

June 2010

U.S. Citizenship and Immigration Services

TABLE OF CONTENTS

1.0	**INTRODUCTION**	**4**
1.1	Background and Overview	4
1.2	Basic Employer Website Navigation	5
1.3	E-Verify Participation: Enrollment vs. Registration	7
1.4	Overview of User Roles	9
1.5	User Rules and Responsibilities	10
1.6	Privacy and Security Statement	12
2.0	**INITIAL VERIFICATION**	**13**
2.1	Form I-9 and E-Verify	13
2.2	Create a Case	14
2.3	Initial Case Results	17
2.4	E-Verify Photo Matching	18
2.5	Employment Authorized	20
2.6	Request Name Review	21
3.0	**INTERIM CASE STATUS**	**24**
3.1	SSA Tentative Nonconfirmation (TNC)	24
	Notify Employee of SSA TNC	24
	Refer Employee to SSA	27
3.2	Review and Update Employee Data	31
3.3	DHS Verification In Process	32
3.4	DHS Tentative Nonconfirmation (TNC)	33
	Notify Employee of DHS TNC	33
	Refer Employee to DHS	36
3.5	SSA Case in Continuance and DHS Case in Continuance	41
4.0	**FINAL CASE RESOLUTION**	**42**
4.1	Final Nonconfirmation (FNC)	42
	SSA Final Nonconfirmation and DHS Final Nonconfirmation	42
	DHS No Show	43
4.2	Close Case	44
	Close Case Statements	45
4.3	Case Alerts	47
	Open Cases to be Closed	48
	Cases with New Updates	49
	Work Authorization Documents Expiring	49
5.0	**CASE REPORTS**	**50**
5.1	Corporate Overview of Pilot Usage	51
5.2	User Audit Report	51

5.3 User Report…… 52

6.0 ACCOUNT ADMINISTRATION…… 54

6.1 User Roles…… 54

6.2 User ID and Password Creation…… 54

Reset or Change Your Password…… 56

6.3 Update User Profiles Information…… 57

7.0 MY COMPANY – PROGRAM ADMINISTRATOR…… 58

7.1 Add New User…… 58

7.2 View Existing Users…… 59

Reset User's Password…… 60

Delete User Account…… 61

7.3 My Company…… 62

Maintain Company Information Fields…… 64

Updating Point of Contacts…… 64

Updating NAICS Information…… 66

Add New Hiring Site(s)…… 67

Close Company Account…… 68

8.0 RESOURCE AND CONTACT INFORMATION…… 69

GLOSSARY…… 71

1.0 INTRODUCTION

Welcome to the E-Verify User Manual for Employers! This manual provides guidance on E-Verify processes and outlines the rules and responsibilities for employers enrolled in E-Verify. All users must follow the guidelines set forth in the Memorandum of Understanding (MOU) and rules and responsibilities outlined in this User Manual.

For the purpose of this manual, the term 'employer' means any U.S. company, corporation or business entity that is required to complete the Form I-9, Employment Eligibility Verification (referred to hereafter as Form I-9) including any company employees with an E-Verify user account.

This section introduces the background and overview, basic website navigation, participation, user roles, rules and responsibilities, and the privacy and security guidelines of E-Verify.

1.1 BACKGROUND AND OVERVIEW

In 1996, Congress passed the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA), which required the Social Security Administration (SSA) and U.S Citizenship and Immigration Services (USCIS), formerly the Immigration and Naturalization Service (INS), to initiate an employment verification pilot program. Under the U.S. Department of Homeland Security (DHS), USCIS operates the E-Verify program, previously referred to as Basic Pilot. E-Verify implements the legal requirements in IIRIRA by allowing any U.S. employer to verify the employment eligibility of all its newly hired employees.

E-Verify has an average of 1,400 new employer enrollments per week. E-Verify is a voluntary program for most employers, but mandatory for some, such as employers with Federal contracts or subcontracts that contain the Federal Acquisition Regulation (FAR) E-Verify clause and employers in certain states.

E-Verify is an Internet-based system operated by DHS in partnership with SSA that allows participating employers to electronically verify the employment eligibility of their newly hired employees.

E-Verify works by electronically comparing the information on an employee's Form I-9 with SSA and DHS records to verify the identity and employment eligibility of each newly hired employee.

At this time, an employer can verify the employment eligibility of only one person at a time within E-Verify. All new, temporary, seasonal, and rehire employees must be entered into E-Verify individually.

E-Verify is free and the best means available to determine the employment eligibility of new hires and the validity of their Social Security numbers (SSNs). E-Verify is currently available in all 50 states, the District of Columbia, Puerto Rico, Guam, and the U.S. Virgin Islands.

1.2 BASIC EMPLOYER WEBSITE NAVIGATION

All E-Verify users need to be familiar with the website navigation links. The figure below provides a screen shot of the employer user web page. The navigation links within each area vary depending upon the user.

Area 1 displays the E-Verify logo and the telephone number for Customer Support: 888-464-4218. Area 1 also includes a quick shortcut to begin the verification process. By clicking the green 'Verify Employee' button, you will begin the verification process.

Area 2 contains 'E-Verify News' which includes important updates on E-Verify, information affecting employment verification, and best practices and current events.

Area 3 contains E-Verify navigation options which are identified in the Area 3 Navigation Overview. Selecting a navigation menu link is the first step in accessing a task or function in E-Verify. Choosing an option displays the first active page to enter information. Each user's menu option is based on their assigned user role (Section 1.4).

AREA 3 NAVIGATION OVERVIEW	
LINK	**INFORMATION**
My Cases	► **New Case** ► **View Cases**
My Profile	► **Edit Profile** ► **Change Password** ► **Change Security Questions**
My Company (Only Program Administrators have these options)	► **Add New User** ► **View Existing Users** ► **Edit Company Profile** ► **Close Company Account**
My Reports	► **View Reports**
My Resources	► **View Essential Resources** ► **Take Tutorial** ► **View User Manual** ► **Contact Us**

Area 4 displays 'Case Alerts' for open cases requiring action. Case Alerts inform employers when an action is required. Additional information is available in Section 4.3.

1.3 E-VERIFY PARTICIPATION: ENROLLMENT VS. REGISTRATION

It is important to understand the difference between enrollment and registration which are outlined in the Enrollment vs. Registration Overview.

To check your company's enrollment status or your access method, contact:

E-Verify Customer Support Monday - Friday 8 a.m. – 5 p.m. Local Time
Telephone: 888-464-4218 E-mail: E-Verify@dhs.gov

If your company is enrolled and you need information on how to add additional users and their functions, see Section 6.0.

ENROLLMENT VS. REGISTRATION OVERVIEW		
	Enrollment	**Registration**
Who	Employer who wants to participate in E-Verify	User of a company enrolled in E-Verify
How	Visit the E-Verify enrollment website at https://e-verify.uscis.gov/enroll	**After initial enrollment:** Program administrators may register general users and additional program administrators at any time after completing the E-Verify tutorial. When registering a new user, the program administrator may accept a system-generated user ID or create a custom user ID. The program administrator then creates a temporary password, which must be given to the new user. These E-Verify users must comply with the MOU, accept the rules and responsibilities set forth in the user manual, and successfully complete the E-Verify tutorial and pass the Knowledge Test.
Why	Companies enroll to verify employment eligibility of employees.	Most enrolled companies have different people who use E-Verify to create cases. There is no limit on the number of users an enrolled company can register to create cases.

To participate in E-Verify, each company must enroll online via any Internet-capable computer using a Web browser of Internet Explorer 5.5, Netscape 4.7 or higher (with the exception of Netscape 7.0), or Mozilla Firefox.

Employers must read and accept the electronic MOU which details the responsibilities of SSA, DHS and the employer. The MOU is signed electronically by the employer during enrollment. However all E-Verify users must agree to and follow the guidelines and user responsibilities outlined in the MOU and this User Manual.

To enroll in E-Verify, employers visit the enrollment website. This website guides companies through the enrollment process. Additional information regarding enrollment is found at the following URL: http://www.dhs.gov/E-Verify.

Participating companies use E-Verify through an access method determined during the enrollment process. The four access methods include: Employer, Designated Agent, Corporate Administrator, and Web Services. The access methods are explained in the Access Method Overview.

ACCESS METHOD OVERVIEW	
ACCESS METHOD	**EXPLANATION**
Employer Access	**My company plans to use E-Verify to verify its employees.** Most E-Verify participants, regardless of their business size or structure, are registered under the Employer access method. This access method allows a company to electronically verify the employment eligibility of its newly hired employees.
Designated Agent Access	**My company plans to use E-Verify on behalf of its clients to verify their employees.** The Designated Agent access method allows an individual or company to act on behalf of other companies to verify the employment eligibility of their newly hired employees.
Corporate Administrator Access	**My company has a central office that needs to manage E-Verify use for all of its locations that access E-Verify.** The Corporate Administrator access method allows companies to create, manage, and oversee E-Verify accounts for multiple offices or locations. This access method is designed for companies that have a need to oversee multiple locations.
Web Services Access for Designated Agents **-or-** **Web Services Access for Employers**	**My company plans to develop its own software to access E-Verify.** The Web Services Designated Agents access method requires a company to develop software that interfaces with E-Verify to perform employment eligibility verifications of newly hired employees. The company's software will extract data from its existing system or an electronic Form I-9 and transmit the information to government records. If a company chooses this option, it is sent the Web Services Interface Control Agreement (ICA). The ICA contains the information used to develop and test the software interface. Both Designated Agents and Employers are eligible to use this access method.

REMINDER

- Follow E-Verify procedures for ALL new hires while enrolled in E-Verify.

1.4 OVERVIEW OF USER ROLES

Enrolled companies can provide their employees' access to E-Verify by assigning them user roles. Permissions and functions in E-Verify granted to the user depend upon the user role. There are two types of users, General Users and Program Administrators, and they are explained in the User Role Overview.

General Users and Program Administrators must successfully complete the online E-Verify tutorial before privileges to create or manage cases are granted. Section 6.1 provides additional details to the functions of each user role.

USER ROLE OVERVIEW	
USER ROLE	**PERMISSIONS**
Program Administrator (at least one required)	A company must have at least one Program Administrator. The program administrator role includes functions of a General User. Permissions include: • Registering new users • Creating user accounts for other Program Administrators and General Users • Creating and managing cases • Viewing reports • Updating profile information for other program administrators and general users • Unlocking user accounts
General User (optional)	A company can have as many General Users as it desires but is not required to have General Users. Permissions include: • Creating and managing cases • Viewing reports • Updating his/her own user profile

1.5 USER RULES AND RESPONSIBILITIES

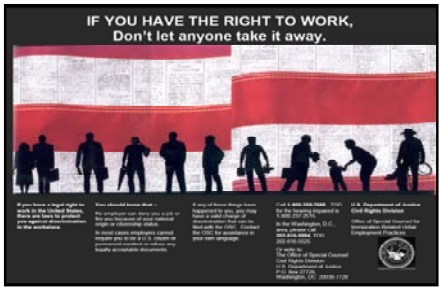
All E-Verify users are bound by the guidelines set forth in the MOU agreement and the rules and responsibilities outlined in this User Manual.

All E-Verify users must follow the guidelines specified in the Rules and Responsibilities Overview.

RULES AND RESPONSIBLITIES OVERVIEW
All Employers participating in E-Verify **MUST**: ✓ Follow E-Verify procedures for all new hires while enrolled/participating in E-Verify. ✓ Notify all job applicants of E-Verify participation. ✓ Clearly display both the English and Spanish 'Notice of E-Verify Participation' and the 'Right to Work Poster(s).' ✓ Complete the Form I-9, Employment Eligibility Verification for each newly hired employee before creating a case in E-Verify. ✓ Ensure that all Form I-9 List B identity documents have a photograph. ✓ Create a case for all newly hired employees no later than the third business day after they start work for pay. ✓ Obtain a Social Security number (SSN) from all newly hired employees. ✓ Provide employees the opportunity to contest Tentative Nonconfirmation (TNC). ✓ Allow newly hired employees to start and continue working during the E-Verify verification process, even if they receive Tentative Nonconfirmation (TNC). ✓ Ensure that all Personally Identifiable Information is safeguarded.
All Employers participating in E-Verify **MUST NOT:** ✗ Use E-Verify to prescreen applicants for employment. ✗ Check employment eligibility for employees hired before their company signed the E-Verify MOU. ✗ Take any adverse action against an employee based upon a case result unless E-Verify issues a Final Nonconfirmation. ✗ Specify or request which Form I-9 documentation a newly hired employee must use. ✗ Use E-Verify to discriminate against ANY job applicant or new hire on the basis of his or her national origin, citizenship, or immigration status. ✗ Selectively verify work authorization for newly hired employees. ✗ Share any user ID and/or password.

Upon enrollment employers are required to clearly display both the English and Spanish 'Notice of E-Verify Participation' and the 'Right to Work Poster;' both are

displayed in the figure below. Both notices are also found in E-Verify after you log in under 'View Essential Resources' (Section 1.2). Notices/posters that cannot be displayed should be printed and distributed to every job applicant.

E-VERIFY PARTICIPATION / ENROLLMENT NOTIFICATION	
English & Spanish **Notice of E-Verify Participation**	**Right to Work Poster**
  Provided by DHS	 *Issued by Department of Justice, the Office of Special Counsel for Immigration-Related Unfair Employment Practices*

1.6 PRIVACY AND SECURITY STATEMENT

The use of E-Verify requires the collection of Personally Identifiable Information (PII). It is essential to protect the privacy of individuals that submit information to be processed through E-Verify. It is your responsibility to ensure that all personal information collected is safeguarded and used only for the purposes outlined in the MOU between E-Verify and the employer/user. Failure to properly protect individuals' information can result in identity theft or fraud and can cause considerable inconvenience, harm, or embarrassment to the individuals affected.

At a minimum, take the steps outlined in the Privacy Guidelines Overview to protect personal information and comply with the appropriate regulations.

PRIVACY GUIDELINES OVERVIEW
▶ **Allow ONLY authorized employees to use E-Verify.** Ensure that only the appropriate employees handle information and create cases.
▶ **SECURE access to E-Verify**. Protect the password you use to access E-Verify and ensure that unauthorized users do not gain access to E-Verify.
▶ **PROTECT and STORE individuals' information properly**. Ensure that employees' information is stored in a safe and secure location and that only authorized individuals have access to this information.
▶ **Discuss E-Verify results in PRIVATE.** Ensure that Tentative Nonconfirmation and Final Nonconfirmation results are discussed in private with the employee.

REMINDER

- Ensure that all Personally Identifiable Information (PII) is safeguarded.

2.0 INITIAL VERIFICATION

The E-Verify verification process begins with a completed Form I-9. E-Verify makes employment eligibility determinations by comparing the employee's Form I-9 information entered in E-Verify with the information contained in DHS and SSA records.

Information from Form I-9 is entered into E-Verify and a case result is provided. Case results ultimately determine an employee's work eligibility. E-Verify will determine a case result based on information compared with SSA and DHS records. Case results can be initial, interim, or final. Every case created in E-Verify receives a final case result before it is closed, and every case must be closed.

This section outlines the steps required to create a case in E-Verify and the initial case results provided by E-Verify.

2.1 FORM I-9 AND E-VERIFY

All employers are required to complete Form I-9 within three days of hiring a new employee and keep a record of the form on file. This requirement does not change for employers enrolled in E-Verify. Employers enrolled in E-Verify have chosen to take the additional step of verifying that the employee's Form I-9 information matches government records thereby ensuring a legal workforce.

To view or download Form I-9, go to the following URL:

http://www.uscis.gov/files/form/I-9.pdf

For more information on Form I-9 procedures, refer to the View Essential Resources (Section 1.2) page of your E-Verify account, where you will find the *Handbook for Employers*.

To view or download the *Handbook for Employers*, go to the following URL:

http://www.uscis.gov/files/nativedocuments/m-274.pdf

For assistance in finding additional Form I-9 resources, contact E-Verify Customer Support Monday through Friday 8 a.m. – 5 p.m. 888-464-4218.

Newly hired employees must complete Section 1 of Form I-9 in its entirety. Providing a Social Security number (SSN) on Form I-9 is usually voluntary; however, a SSN is required by employers that use E-Verify. Therefore all newly hired employees, including seasonal, temporary, and rehires MUST have a SSN.

A case cannot be created in E-Verify without a SSN. If a newly hired employee does NOT have an assigned SSN, he or she must obtain one from the SSA. This will delay the three day requirement to create a case in E-Verify. Employers must note the reason for this delay on the employee's Form I-9 and create a case in E-Verify as soon as the employee has received an assigned SSN from SSA. Employers must also indicate the reason that the case was not submitted within three days of hire in E-Verify. Employers may choose a reason from the drop down menu or state a specific reason in the field provided.

Employers must complete Section 2 of Form I-9 in its entirety. To complete Section 2, employers must examine documents that prove the identity and employment

eligibility of the hired employee. The employer may not specify which documents from the list of acceptable documents on Form I-9 an employee may choose to present.

An employer may accept one document from List A, which proves both identity and employment eligibility, or a combination of documents from List B, which proves identity, and List C, which proves employment eligibility.

It is required that all List B document(s) presented to an employer participating in E-Verify MUST contain a photograph.

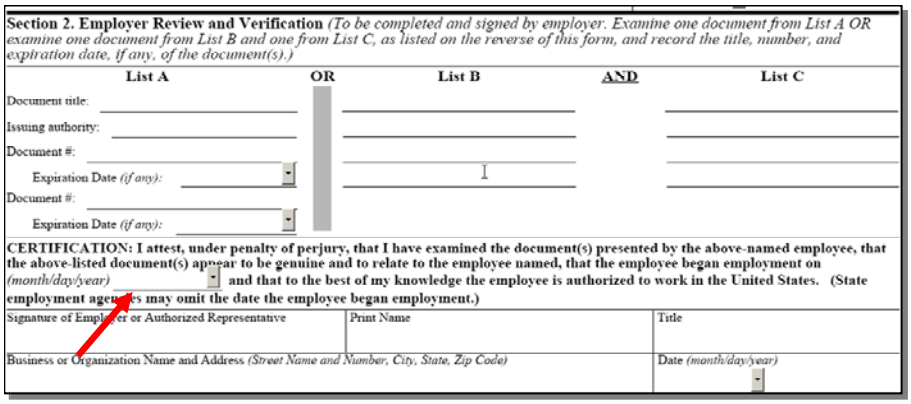
REMINDER

- All newly hired employees need a SSN
- Do NOT specify or request which documentation a newly hired employee must use for Form I-9
- All List B document(s) MUST contain a photograph

2.2 CREATE A CASE

The next step is to create a case in E-Verify. An E-Verify case must be created no later than the end of three business days after the employee begins work for pay. The date you enter into the hire date field in E-Verify is usually the date the employee began work for pay. This is the date that was entered into the Section 2 Certification on Form I-9.

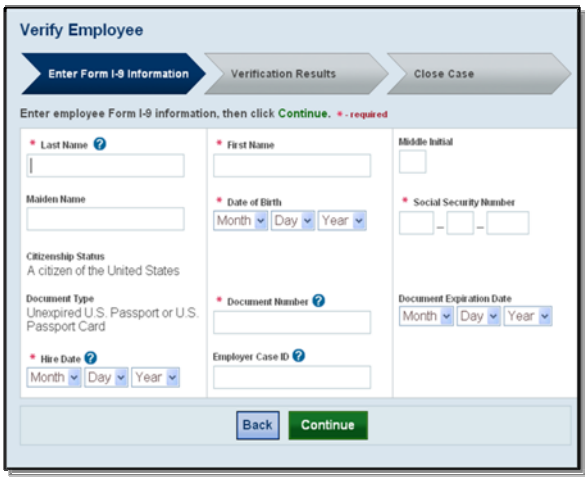
The E-Verify case can be created before the employee begins work for pay as long as the employee has accepted an offer of employment and Form I-9 is complete. In these situations, the date you should enter into the hire date field in E-Verify is the date you create the case in E-Verify. You cannot enter a future date in the hire date field.

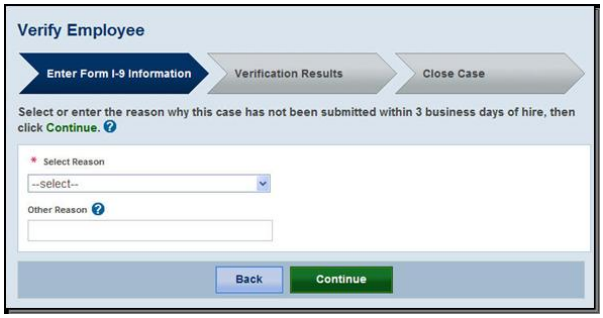

Section 2. Employer Review and Verification (To be completed and signed by employer. Examine one document from List A OR examine one document from List B and one from List C, as listed on the reverse of this form, and record the title, number, and expiration date, if any, of the document(s).)
List A
OR
List B
AND
List C
Document title:
Issuing authority:
Document #:
Expiration Date (if any):
Document #:
Expiration Date (if any):
CERTIFICATION: I attest, under penalty of perjury, that I have examined the document(s) presented by the above-named employee, that the above-listed document(s) appear to be genuine and to relate to the employee named, that the employee began employment on (month/day/year) and that to the best of my knowledge the employee is authorized to work in the United States. (State employment agencies may omit the date the employee began employment.)
Signature of Employer or Authorized Representative
Print Name
Title
Business or Organization Name and Address (Street Name and Number, City, State, Zip Code)
Date (month/day/year)

Employees hired before November 6, 1986, are neither subject to Form I-9 nor verification through E-Verify.

To create a case, take the information that the employee completed on their Form I-9 and enter it into E-Verify. To enter this information into E-Verify, you must first log in with your assigned user ID and password and then follow the steps outlined in How to Create a Case – Process Overview.

HOW TO CREATE A CASE – PROCES OVERVIEW

1	From the E-Verify Welcome page – find My Cases and click: ► **New Case**	
2	From Section 1 of the employee's Form I-9, chose the correct option button. • **A citizen of the United States** • **A noncitizen national of the United States** • **A Lawful Permanent Resident** • **An alien authorized to work** Click, 'Continue' You are then prompted to indicate the documents provided to you for Section 2 of the employee's Form I-9. Make the appropriate selection and click, 'Continue.'	
3	In E-Verify, a red asterisk (*) to the right of a text box indicates a required field. From Section 1 and 2 of Form I-9, enter all required information into each text field. Click, 'Continue' **Employer Case ID** is an optional field for users that wish to assign an internal tracking code to a case.	

4	If an E-Verify case is not created within three days of hire, the user must indicate the reason for the delay. One of the following reasons may be chosen: • **Awaiting Social Security Number** • **Technical Problems** • **Audit Revealed that New Hire Was Not Run** • **Other** The user may also enter a specific reason in the field provided. Click, 'Continue'	

To view HELP text, click on the question mark icons.

Alien Numbers and Arrival/Departure Record (Form I-94) Numbers are NOT the same.

Alien numbers consist of 9 digits or less. If the Alien Number is less than 9 digits, add leading zeroes. Although Alien Numbers are preceded by the letter "A," do NOT type "A" into the E-Verify Alien Number field.

For example: Enter the Alien Number A1234567 as 001234567

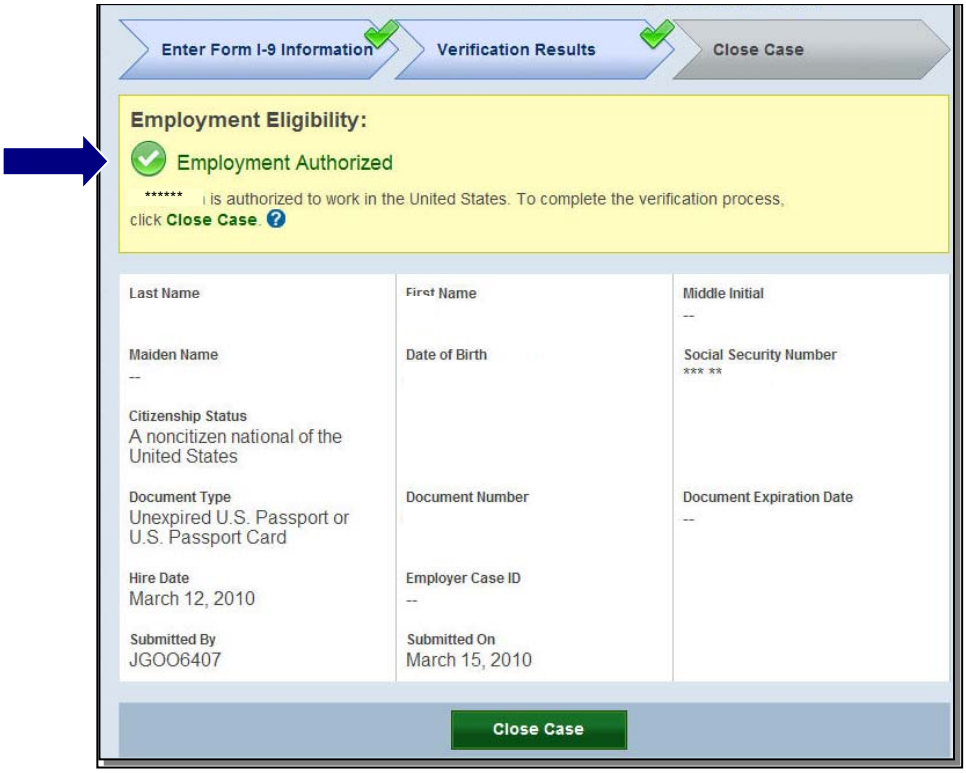
Form I-94 numbers consist of 11 digits found in bold print at the top of the Arrival-Departure Record (Form I-94).

REMINDER

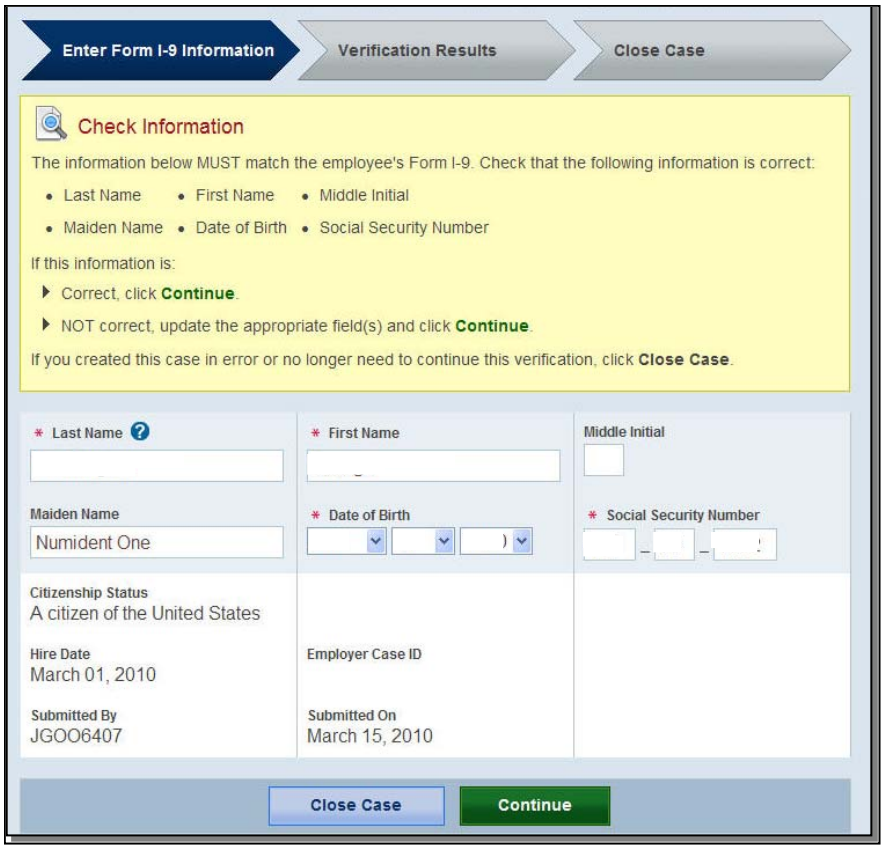
- Complete Form I-9 before creating a case in E-Verify
- Create a case for all newly hired employees no later than the third business day after they start work for pay

2.3 INITIAL CASE RESULTS

The information entered into E-Verify is checked against SSA and DHS records. Once a case is created, a result is displayed. The location of the case result is displayed by the blue arrow.



If the information entered does not immediately match SSA or DHS records, the 'Check Information' screen appears to confirm if the information entered is correct. If the user confirms that the information presented is correct, he or she clicks 'Continue.' If a mistake was made, the user will need to close the case by clicking 'Close Case' and follow the steps outlined in Section 4.2 Close Case.



The initial case result depends on the information retrieved from SSA and DHS records. There are three possible initial case results, listed below:

- ♦ EMPLOYMENT AUTHORIZED, Section 2.5
- ♦ SSA TENTATIVE NONCONFIRMATION (TNC), Section 3.1
- ♦ DHS VERIFICATION IN PROCESS, Section 3.3

Each case result requires different actions or steps to continue or close the case. These actions are outlined in each case result section throughout this manual.

2.4 E-VERIFY PHOTO MATCHING

Photo matching is an automatic part of creating a case in E-Verify that prompts users to compare an employee's photo ID with a photo displayed on the E-Verify screen. This helps ensure that the documents provided are valid.

The photo matching step occurs automatically when you create a case for an employee that has presented a Permanent Resident Card (Form I-551) or an Employment Authorization Document (Form I-766) for their Form I-9 documentation. When the employee presents either of these two documents and the Form I-9 information entered by the employer matches DHS records, the employee's photo automatically displays on the E-Verify screen. You must obtain a copy of the employee's document in order to match the photos.

Matching photos is easy—simply compare the photo displayed by E-Verify to the photo on the employee's document and determine if the photos are reasonably identical. This means that the photos should be identical, but you should take into account minor variances in shading and detail between the two photos based upon

the age and wear of the employee's document, the quality of your computer monitor, and the watermark on the photo in E-Verify to protect it from unlawful use.

Do not compare the photo displayed by E-Verify to the employee directly. The direct comparison between the document and the individual happens during Form I-9 completion, prior to using E-Verify. The Photo Matching Overview provides a summary.

PHOTO MATCHING OVERVIEW

►E-Verify prompts you to compare a photo displayed in E-Verify with the employee's Form I-9 photo document.

►Account for minor variances in shading and detail between the two photos and select yes or no.

Enter Form I-9 Information
Verification Results
Close Case
Photo Matching
Does the photograph below match the photograph on the Permanent Resident Card or Alien Registration Receipt Card (Form I-551) provided by the employee?
NOTE: A watermark has been added to prevent unauthorized use of the photograph below.
Click to Enlarge
Yes
No
Continue

►Yes- the photo on the employee's document matches the photo displayed by E-Verify. Clothing, hair style, facing direction and appearance on the card should be identical to the photo displayed by E-Verify.

►No - the photo on the employee's document is not identical to the photo displayed in E-Verify.

►Click Continue

IMPORTANT: Compare the photo displayed in E-Verify with the employee's Form I-9 photo document, not to the actual employee.

After a selection is made, a case result will display one of the following:

- ♦ EMPLOYMENT AUTHORIZED, Section 2.5
- ♦ DHS TENTATIVE NONCONFIRMATION (TNC), Section 3.4

Each case result requires different actions or steps to continue or close the case. These actions are outlined in each case result section throughout this manual.

REMINDER

- Employees always have a choice of which acceptable documents to present for Form I-9 completion
- Photocopies must be made of all Forms I-551 and I-766 presented by employees
- The photo will display automatically in E-verify during the verification process
- Only compare the employee's photo document to the photo displayed in E-Verify

2.5 EMPLOYMENT AUTHORIZED

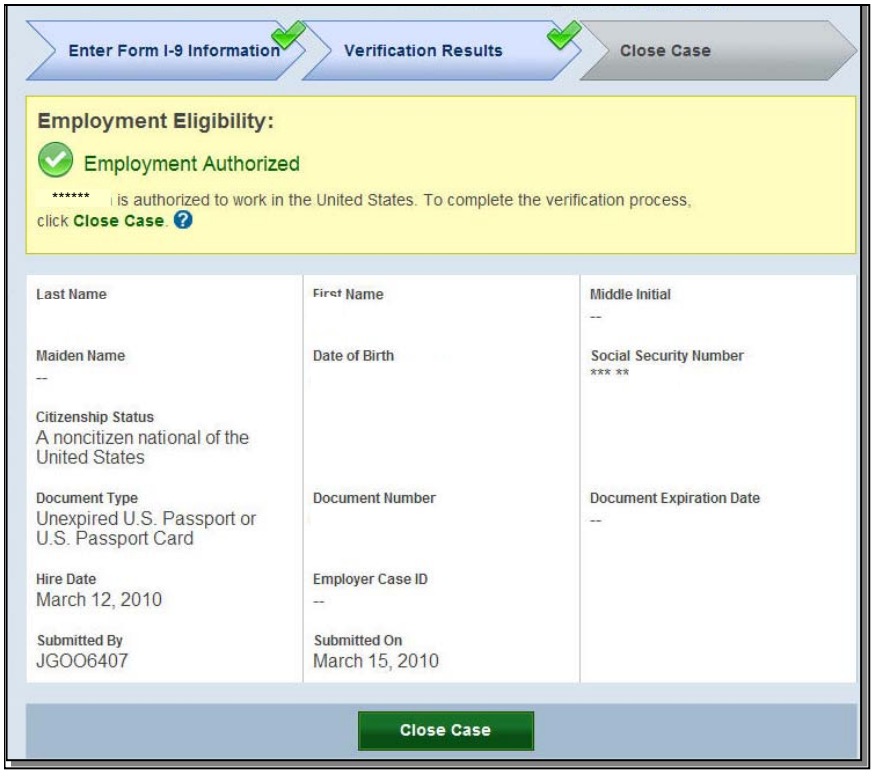
An initial case result of 'Employment Authorized' means that the information entered into E-Verify matched DHS and/or SSA records and that E-Verify verified the work eligibility for the employee entered. It's that easy! However, a case that is 'Employment Authorized' is incomplete until it is closed. See Section 4.2 Close Case.

'Employment Authorized' is considered both an initial case result and a final case result. This means that the only additional step required is to close the case in E-Verify. It is the most common and simple case result in E-Verify.

Follow the steps outlined in the Employment Authorized - Process Overview.

EMPLOYMENT AUTHORIZED – PROCESS OVERVIEW

►Receive case result 'Employment Authorized'



►Check the information in E-Verify against employee's Form I-9

►Close Case

A case result of 'Employment Authorized' requires the important step to close the case. You must close each case; this does not happen automatically. Closing the case removes it from the active cases or the 'Open Cases to be Closed' list. To close each case, follow the steps outlined in Section 4.2 Close Case.

SUMMARY

EMPLOYER ACTION

- Enter Form I-9 information into E-Verify
- Receive 'Employment Authorized' case result
- Ensure that the information found in E-Verify matches with the employee's Form I-9
- Close Case

EMPLOYEE ACTION

- NONE

2.6 REQUEST NAME REVIEW

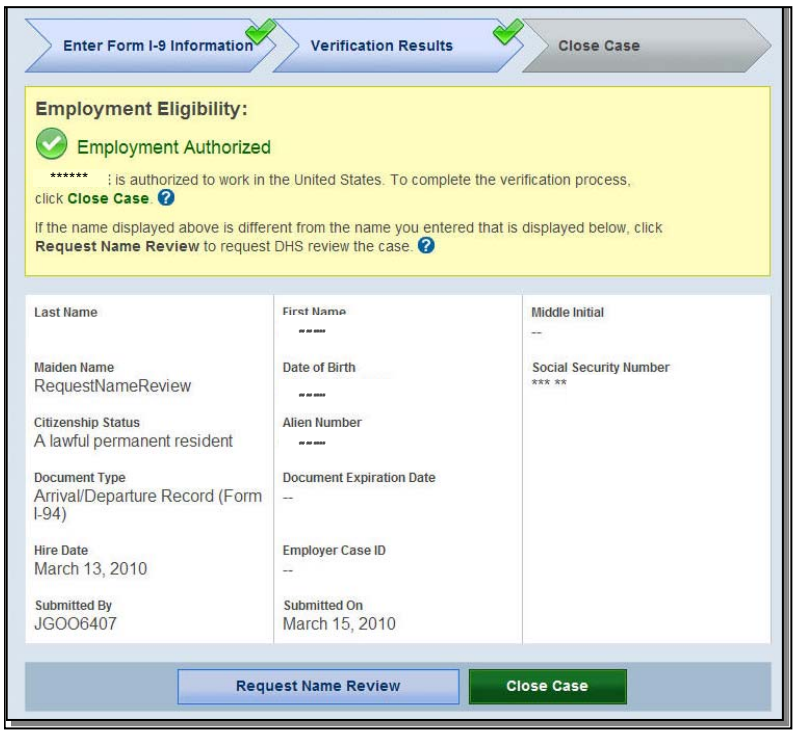
In some cases E-Verify generates a case result of 'Employment Authorized,' but the name returned in E-Verify does not match exactly with the name on Form I-9. This happens when the information matches but there are name variations in the DHS

records. You must review the employee's name before a final case result can be determined. This will ensure that the case result belongs to the intended employee. E-Verify allows for a name review by following the steps outlined in the Request Name Review - Process Overview.

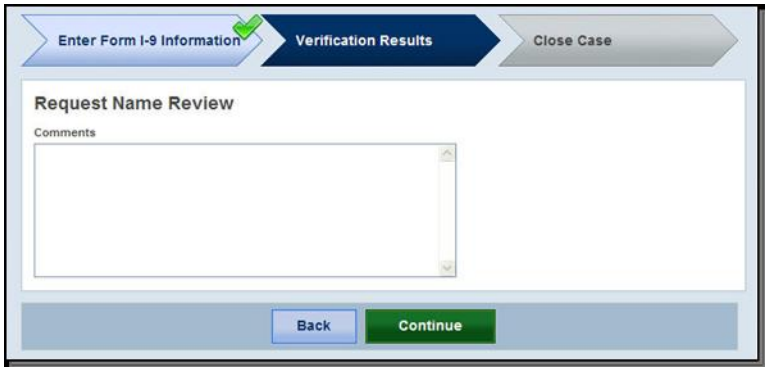
► Compare the name displayed in the yellow box with the name you entered that is shown in the white box.

► If the names match, click 'Close Case.'

► If the names do not match, request DHS review the case by clicking 'Request Name Review.'



► Enter the specific reason for the name review request into the comments field.



► Click 'Continue.'

A case sent to DHS for name review is updated with one the following results:

- EMPLOYMENT AUTHORIZED, Section 2.5

♦ DHS TENTATIVE NONCONFIRMATION (TNC), Section 3.4

Each case result requires different actions or steps to continue or close the case. These actions are outlined in each case result section throughout this manual.

SUMMARY

EMPLOYER ACTION

- Determine if a name review is required (if not, 'Close Case')
- Click 'Continue'
- Input reason for name review request in comments field
- Click 'Submit Name Review Request'
- Wait to hear back from DHS and follow steps outlined in 'DHS Verification in Process'

EMPLOYEE ACTION

- NONE

3.0 INTERIM CASE STATUS

An interim case result requires additional action before E-Verify can provide a final case result and you can complete the process.

A Tentative Nonconfirmation (TNC) case result means that the information entered into E-Verify from Form I-9 differs from either SSA and/or DHS records. E-Verify identifies the agency associated with the mismatch when the TNC result is provided.

An SSA TNC means that the information entered into E-Verify does not match SSA records. The section below outlines the specific steps required when this case result occurs. Included are descriptions of additional interim case results from SSA or employee actions.

A DHS TNC means that the information entered into E-Verify does not match DHS records. The section below outlines the specific steps required when this case result occurs. Included are descriptions of additional interim case results from DHS or employee actions.

3.1 SSA TENTATIVE NONCONFIRMATION (TNC)

An SSA TNC results when the information submitted in E-Verify does not initially match the SSA records. An SSA TNC does not mean that the employee is not authorized to work in the United States.

An SSA TNC case result may occur because the employee's:

- Citizenship or immigration status was not updated with SSA
- Name change was not reported to SSA
- Name, SSN, or date of birth is incorrect in SSA records
- SSA record contains another type of mismatch

The employee must be notified of this result as soon as possible by following the steps in Notify Employee of SSA TNC – Process Overview.

NOTIFY EMPLOYEE OF SSA TNC

You must inform the employee of the SSA TNC case result as soon as possible.

While being notified of the SSA TNC, the employee chooses to either contest the case result or not contest. In either case, the employee acknowledges his or her decision on the SSA TNC Notice. When an employee chooses to contest an SSA TNC, it means that the employee will visit an SSA field office within eight government workdays.

If the employee chooses not to contest, he or she acknowledges that you may terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the MOU.

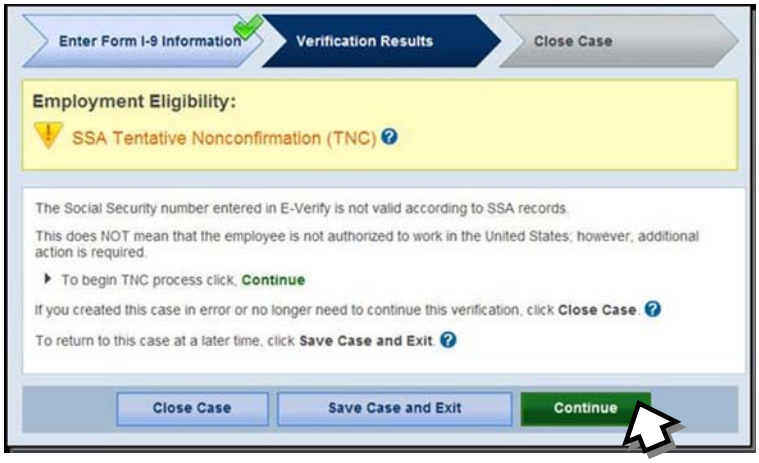
If the employee chooses to accept the case result and take no further action, then you can close the case in E-Verify and terminate employment without penalty. See Section 4.2 Close Case.

To notify an employee of the SSA TNC case result, follow the steps outlined in the Notify Employee of SSA TNC - Process Overview.

NOTIFY EMPLOYEE OF SSA TNC – PROCESS OVERVIEW

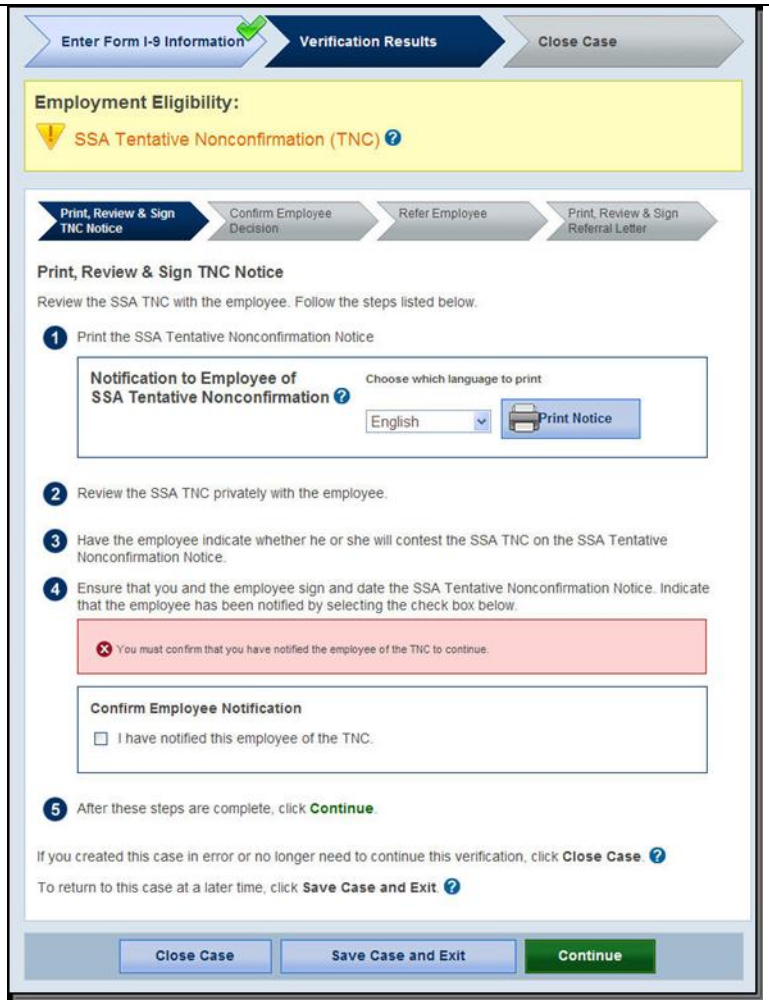
►Receive SSA TNC case result

►Click 'Continue'


Enter Form I-9 Information
Verification Results
Close Case
Employment Eligibility:
SSA Tentative Nonconfirmation (TNC)
The Social Security number entered in E-Verify is not valid according to SSA records.
This does NOT mean that the employee is not authorized to work in the United States; however, additional action is required.
To begin TNC process click, Continue
If you created this case in error or no longer need to continue this verification, click Close Case.
To return to this case at a later time, click Save Case and Exit.
Close Case
Save Case and Exit
Continue

►Complete the following steps:

1. Select to print the SSA TNC Notice in either English or Spanish. Confirm that the name and SSN listed on the top of the notice are correct. Print the SSA TNC Notice.
2. Review the SSA TNC Notice privately with the employee; instructions are found on page one of the SSA TNC Notice.
3. Instruct the employee to indicate whether he or she will contest the SSA TNC on the SSA TNC Notice.
4. Ensure that you and the employee sign and date the SSA TNC Notice after the employee has indicated his or her choice. Indicate that the employee has been notified by selecting the check box 'Confirm Employee Notification.'

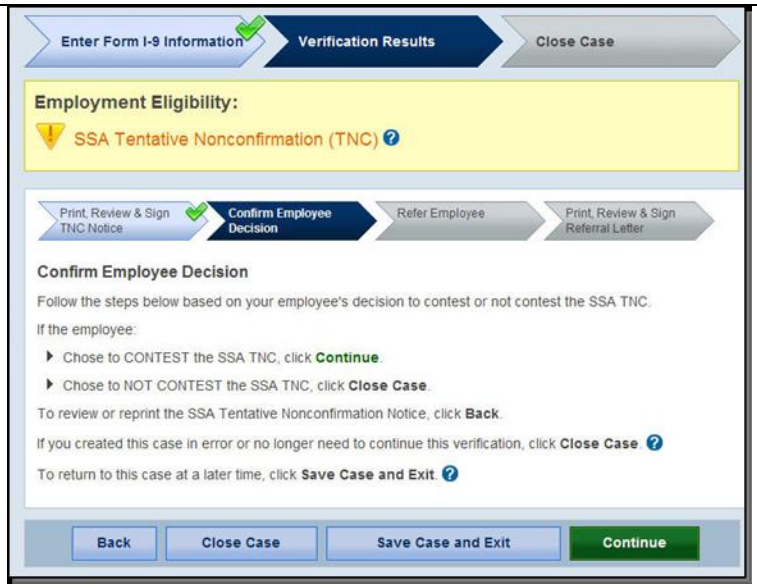

Enter Form I-9 Information
Verification Results
Close Case
Employment Eligibility:
SSA Tentative Nonconfirmation (TNC)
Print, Review & Sign TNC Notice
Confirm Employee Decision
Refer Employee
Print, Review & Sign Referral Letter
Print, Review & Sign TNC Notice
Review the SSA TNC with the employee. Follow the steps listed below.
1 Print the SSA Tentative Nonconfirmation Notice
Notification to Employee of SSA Tentative Nonconfirmation
Choose which language to print
English
Print Notice
2 Review the SSA TNC privately with the employee.
3 Have the employee indicate whether he or she will contest the SSA TNC on the SSA Tentative Nonconfirmation Notice.
4 Ensure that you and the employee sign and date the SSA Tentative Nonconfirmation Notice. Indicate that the employee has been notified by selecting the check box below.
You must confirm that you have notified the employee of the TNC to continue.
Confirm Employee Notification
I have notified this employee of the TNC.
5 After these steps are complete, click Continue.
If you created this case in error or no longer need to continue this verification, click Close Case.
To return to this case at a later time, click Save Case and Exit.
Close Case
Save Case and Exit
Continue

►Keep original signed SSA TNC Notice on file with Form I-9

►Provide copy of signed SSA TNC Notice to the employee

►Once complete, click 'Continue'

►Next, confirm the employee's decision to contest or not contest the case result


Enter Form I-9 Information
Verification Results
Close Case
Employment Eligibility:
SSA Tentative Nonconfirmation (TNC)
Print, Review & Sign TNC Notice
Confirm Employee Decision
Refer Employee
Print, Review & Sign Referral Letter
Confirm Employee Decision
Follow the steps below based on your employee's decision to contest or not contest the SSA TNC.
If the employee:
Chose to CONTEST the SSA TNC, click Continue.
Chose to NOT CONTEST the SSA TNC, click Close Case.
To review or reprint the SSA Tentative Nonconfirmation Notice, click Back.
If you created this case in error or no longer need to continue this verification, click Close Case.
To return to this case at a later time, click Save Case and Exit.
Back
Close Case
Save Case and Exit
Continue

►If the employee chose to contest the TNC, click 'Continue'

►If the employee chose not to contest, click 'Close Case' and follow steps in Section 4.2 Close Case.

SUMMARY

EMPLOYER ACTION

- Privately notify employee of SSA TNC
- Print, sign, and date SSA TNC Notice
- Instruct employee to sign and date SSA TNC Notice
- Keep original signed SSA TNC Notice on file with Form I-9
- Provide copy of signed SSA TNC Notice to the employee
- Take next action based on employee decision to contest or not contest SSA TNC

EMPLOYEE ACTION

- Decide to contest or not contest and indicate choice on signed SSA TNC
- Acknowledge SSA TNC case result by signing and dating SSA TNC Notice
- Take next action based on decision to contest or not to contest

REFER EMPLOYEE TO SSA

After being notified of the SSA TNC, the employee chooses to contest or not contest the case result and acknowledges his or her decision on the SSA TNC Notice. An employee that chooses to contest an SSA TNC is referred to SSA.

E-Verify generates an SSA Referral Letter that you must provide to the employee. You must verify the information on the letter, then print, sign, and provide this letter to the employee. The SSA Referral Letter provides instructions to you and the employee regarding the next steps. See the Refer to SSA – Process Overview for an outline of these steps.

Employees that choose to contest the SSA TNC have eight federal government workdays to visit an SSA field office. Federal government workdays are Monday

through Friday except for federal holidays. The eight federal government workdays begin when the case is referred to SSA in E-Verify. The date by which the employee must visit SSA is printed in the SSA Referral Letter.

You may not terminate, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee based on the employee's decision to contest a TNC or while your case is still pending with SSA.

To refer an employee to visit an SSA field office, follow the steps outlined in the Refer Employee to SSA - Process Overview.

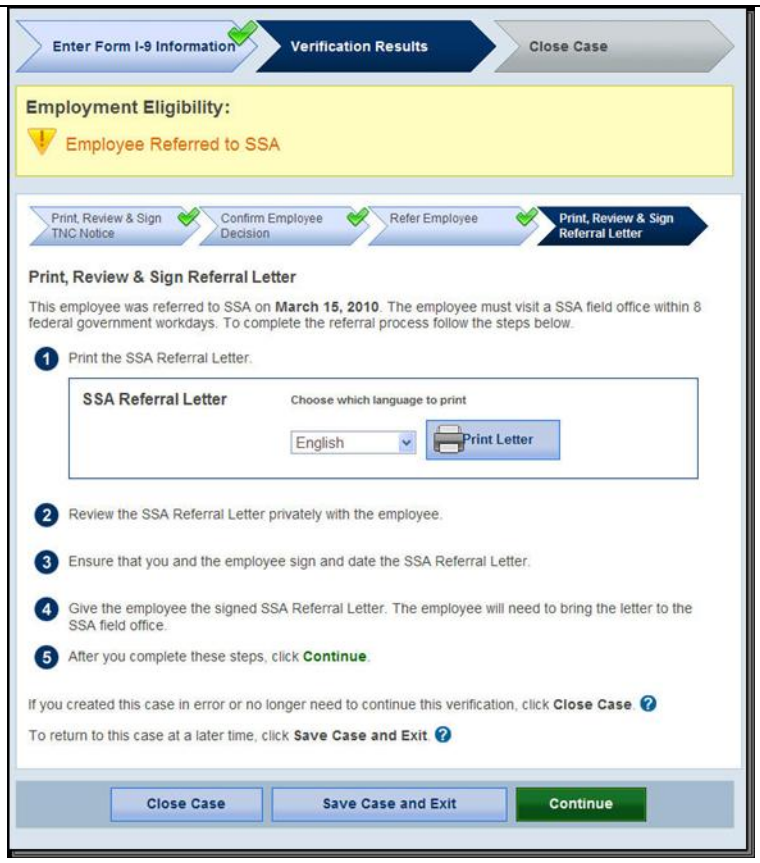
REFER EMPLOYEE TO SSA – PROCESS OVERVIEW

►Click 'Refer Case'

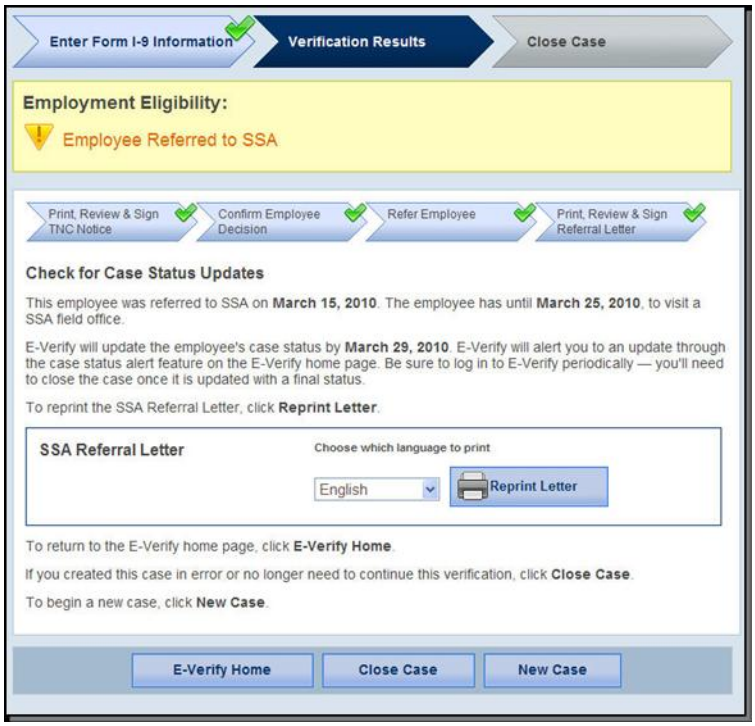
Enter Form I-9 Information
Verification Results
Close Case
Employment Eligibility:
SSA Tentative Nonconfirmation (TNC)
Print, Review & Sign TNC Notice
Confirm Employee Decision
Refer Employee
Print, Review & Sign Referral Letter
Refer Employee
You indicated that the employee chose to contest the SSA TNC. The next step is to refer the employee to SSA.
To refer the employee to SSA, click Refer Case.
When you click Refer Case it starts the 8 federal government workdays that the employee has to visit SSA.
If you created this case in error or no longer need to continue this verification, click Close Case.
To return to this case at a later time, click Save Case and Exit.
Close Case
Save Case and Exit
Refer Case

►Complete the steps listed below:

1. Chose to print the SSA Referral Letter in either English or Spanish and confirm that the name and SSN listed on the top of the letter are correct. Print the SSA Referral Letter.
2. Review and explain the next steps to the employee – instructions to the employer are on page one of the SSA Referral Letter and the employee instructions are on page two.
3. Ensure that you and the employee sign and date the SSA Referral Letter.
4. Provide a copy of the signed SSA Referral Letter to the employee and file the original SSA Referral Letter with Form I-9.
5. After these steps are complete, click 'Continue.'


Enter Form I-9 Information
Verification Results
Close Case
Employment Eligibility:
Employee Referred to SSA
Print, Review & Sign TNC Notice
Confirm Employee Decision
Refer Employee
Print, Review & Sign Referral Letter
Print, Review & Sign Referral Letter
This employee was referred to SSA on March 15, 2010. The employee must visit a SSA field office within 8 federal government workdays. To complete the referral process follow the steps below.
1 Print the SSA Referral Letter.
SSA Referral Letter
Choose which language to print
English
Print Letter
2 Review the SSA Referral Letter privately with the employee.
3 Ensure that you and the employee sign and date the SSA Referral Letter.
4 Give the employee the signed SSA Referral Letter. The employee will need to bring the letter to the SSA field office.
5 After you complete these steps, click Continue.
If you created this case in error or no longer need to continue this verification, click Close Case.
To return to this case at a later time, click Save Case and Exit.
Close Case
Save Case and Exit
Continue

►The employee has been referred to SSA, and the case status is 'Employee Referred to SSA.' The employee has eight federal government workdays to visit an SSA field office.


Enter Form I-9 Information
Verification Results
Close Case
Employment Eligibility:
Employee Referred to SSA
Print, Review & Sign TNC Notice
Confirm Employee Decision
Refer Employee
Print, Review & Sign Referral Letter
Check for Case Status Updates
This employee was referred to SSA on March 15, 2010. The employee has until March 25, 2010, to visit a SSA field office.
E-Verify will update the employee's case status by March 29, 2010. E-Verify will alert you to an update through the case status alert feature on the E-Verify home page. Be sure to log in to E-Verify periodically — you'll need to close the case once it is updated with a final status.
To reprint the SSA Referral Letter, click Reprint Letter.
SSA Referral Letter
Choose which language to print
English
Reprint Letter
To return to the E-Verify home page, click E-Verify Home.
If you created this case in error or no longer need to continue this verification, click Close Case.
To begin a new case, click New Case.
E-Verify Home
Close Case
New Case

►Check E-Verify for case updates and follow steps based on next case result.

IMPORTANT: You may not ask the employee for additional evidence or confirmation that SSA resolved his or her case.

SSA has 10 federal government workdays to update the case result in E-Verify. You should check E-Verify periodically for an update in case result. A case referred to SSA is updated with one the following results:

- ♦ EMPLOYMENT AUTHORIZED, Section 2.5
- ♦ SSA FINAL NONCONFIRMATION, Section 4.1
- ♦ SSA CASE IN CONTINUANCE, Section 3.5
- ♦ DHS VERIFICATION IN PROCESS, Section 3.3
- ♦ REVIEW AND UPDATE EMPLOYEE DATA, Section 3.2

Each case result requires different actions or steps to continue or close the case. These actions are outlined in each case result section throughout this manual.

SUMMARY

EMPLOYER ACTION

- If employee chooses to contest SSA TNC, Refer case
- Ensure that the information on the SSA Referral Letter is correct
- Print, review, sign, and date SSA Referral Letter
- Have employee sign and date SSA Referral Letter
- Keep original signed SSA Referral Letter on file with Form I-9
- Provide copy of signed SSA Referral Letter to the employee
- Check E-Verify for case result updates
- Close case

EMPLOYEE ACTION

- Sign and date SSA Referral Letter
- Visit an SSA field office within eight federal government workdays

3.2 REVIEW AND UPDATE EMPLOYEE DATA

In some instances, a case status of 'Review and Update Employee Data' occurs and you will receive a prompt to review and update the employee's information. This means that SSA found a discrepancy in the information it received in the E-Verify referral.

A 'Review and Update Employee Data' update occurs for reasons including typographical errors and/or incorrect information provided on Form I-9.

This requires you to review Form I-9 with the employee, correct the information, and update the case by following the steps provided in the Update Case - Process Overview.

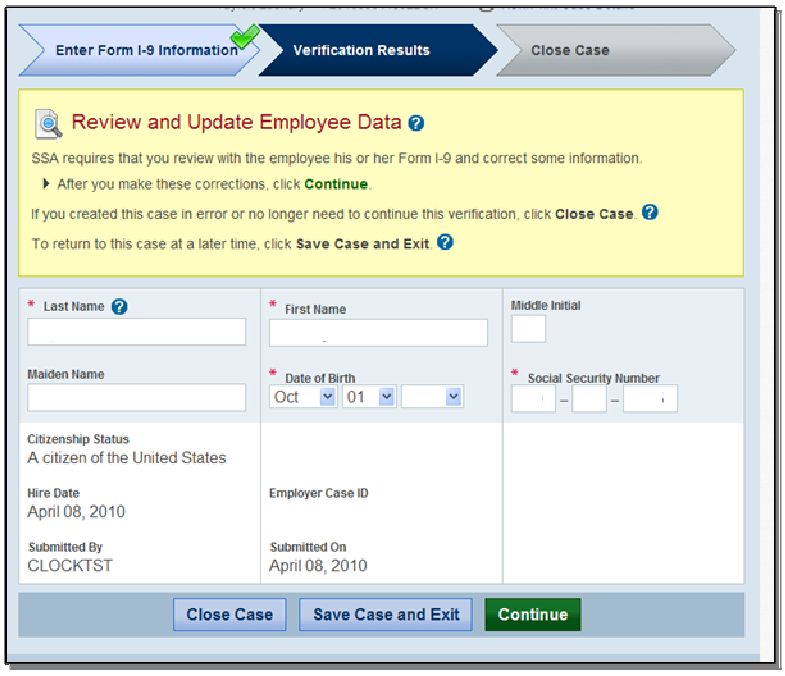
UPDATE CASE – PROCESS OVERVIEW

►Review the accuracy of the information provided on Form I-9 with the employee. If the employee made a mistake on Form I-9, correct and update

►To make changes click 'Continue'

►Modify the employee's information in the blank fields

►You can update a case one time. Ensure that this action is correct before updating the case


Enter Form I-9 Information
Verification Results
Close Case
Review and Update Employee Data
SSA requires that you review with the employee his or her Form I-9 and correct some information.
After you make these corrections, click Continue.
If you created this case in error or no longer need to continue this verification, click Close Case.
To return to this case at a later time, click Save Case and Exit.
Last Name
First Name
Middle Initial
Maiden Name
Date of Birth
Oct
01
Social Security Number
Citizenship Status
A citizen of the United States
Hire Date
April 08, 2010
Employer Case ID
Submitted By
CLOCKTST
Submitted On
April 08, 2010
Close Case
Save Case and Exit
Continue

►Click 'Continue'

►The information is compared to SSA and DHS records and E-Verify provides a response within seconds

►Follow next steps based on the case result provided

A case that is resubmitted to SSA is updated with one of the following case results:

- EMPLOYMENT AUTHORIZED, Section 2.5
- DHS VERIFICATION IN PROCESS, Section 3.3

- ♦ DHS TENTATIVE NONCONFIRMATION (TNC), Section 3.4
- ♦ SSA FINAL NONCONFIRMATION, Section 4.1

Each case result requires different actions or steps to continue the case. These actions are outlined in each case result section throughout this manual.

SUMMARY

EMPLOYER ACTION

- Review the information on Form I-9 and E-Verify with the employee for correctness
- Access the employee's case
- Enter employee's updated information into the blank fields provided
- Click 'Continue'
- Follow steps based on case result provided

EMPLOYEE ACTION

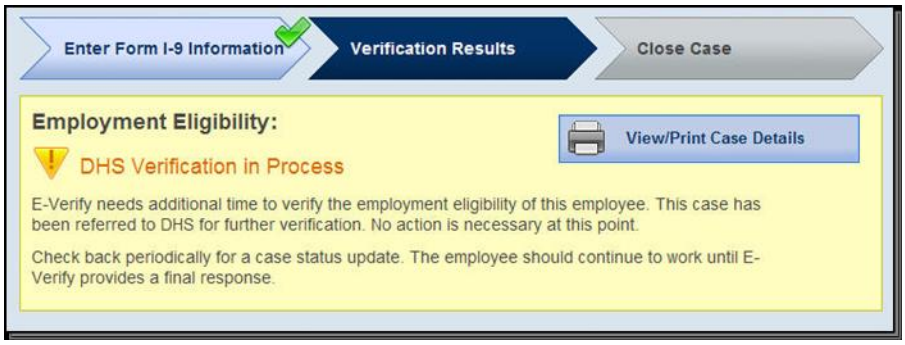
- Ensure that the information found on Form I-9 is accurate and correct

3.3 DHS VERIFICATION IN PROCESS

A case result of 'DHS Verification in Process' means that the information did not match DHS records. The case is automatically referred to DHS for further verification. No action is required by you at this time. DHS will respond to most of these cases within 24 hours, although some responses may take up to three federal government workdays. Check E-Verify daily for a response. Follow the steps outlined in the DHS Verification in Process - Process Overview.

DHS VERIFICATION IN PROCESS – PROCESS OVERVIEW

►Case result displays 'DHS Verification in Process'


Enter Form I-9 Information
Verification Results
Close Case
Employment Eligibility:
View/Print Case Details
DHS Verification in Process
E-Verify needs additional time to verify the employment eligibility of this employee. This case has been referred to DHS for further verification. No action is necessary at this point.
Check back periodically for a case status update. The employee should continue to work until E-Verify provides a final response.

►Check E-Verify for changes to case results

►DHS has three federal government workdays to respond

►Follow the next step based on the case result provided

After the three federal government workdays a 'DHS Verification in Process' will provide one the following case results:

- ♦ EMPLOYMENT AUTHORIZED, Section 2.5
- ♦ DHS TENTATIVE NONCONFIRMATION, Section 3.4
- ♦ DHS CASE IN CONTINUANCE, Section 3.5

Each case result requires different actions or steps to continue or close the case. These actions are outlined in each case result section throughout this manual.

SUMMARY

EMPLOYER ACTION

- Check E-Verify for case result updates
- Follow next steps based on case result provided

EMPLOYEE ACTION

- NONE

3.4 DHS TENTATIVE NONCONFIRMATION (TNC)

A DHS TNC results when the information submitted to E-Verify does not initially match with DHS records. A DHS TNC does not mean that the employee is not authorized to work in the United States.

A DHS TNC case result occurs because the employee's:

- Name, A-number, and/or I-94 number are incorrect in DHS records
- ID photo document differs from the photo in DHS records
- Information was not updated in the employee's DHS records
- Citizenship or immigration status changed
- Record contains another type of error

The employee is notified of this result by following the steps in Notify Employee of DHS TNC – Process Overview

NOTIFY EMPLOYEE OF DHS TNC

You must inform the employee of the DHS TNC case result as soon as possible.

After being notified, the employee chooses to contest or not contest the DHS TNC case result and indicates his or her decision on the DHS TNC Notice. When an employee chooses to contest a DHS TNC, the employee is responsible for contacting DHS.

If the employee chooses not to contest, he or she acknowledges that you may terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the MOU.

If the employee chooses not to contest the TNC, you may close the case and may terminate employment without penalty.

If the employee chooses to contest the case result, you must refer the employee to DHS. To refer an employee to DHS, see the Notify Employee of DHS TNC - Process Overview.

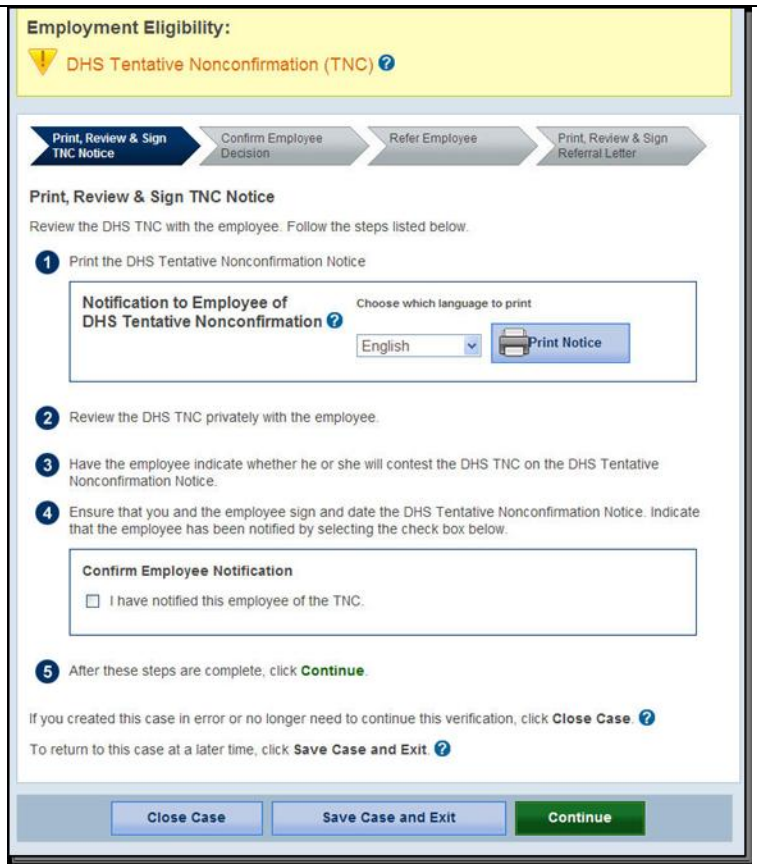
NOTIFY EMPLOYEE OF DHS TNC – PROCESS OVERVIEW

►Receive DHS TNC case result and click 'Continue' to proceed with the notification process.

Enter Form I-9 Information
Verification Results
Close Case
Employment Eligibility:
DHS Tentative Nonconfirmation (TNC)
The employee's information did not match U.S. Department of Homeland Security (DHS) records.
This does NOT mean that the employee is not authorized to work in the United States; however, additional action is required.
To begin TNC process, click Continue
If you created this case in error or no longer need to continue this verification, click Close Case.
To return to this case at a later time, click Save Case and Exit.
Close Case
Save Case and Exit
Continue

►Complete the steps listed below:

1. Select to print the DHS TNC Notice in either English or Spanish. Confirm that the name and SSN listed on the top of the notice are correct. Print the DHS TNC Notice.
2. Review the DHS TNC Notice privately with the employee; instructions are found on page one of the DHS TNC Notice.
3. Have the employee indicate whether he or she will contest the DHS TNC on the DHS TNC Notice.
4. Ensure that you and the employee sign and date the DHS TNC Notice after the employee has indicated his or her choice. Indicate that the employee has been notified by selecting the check box 'Confirm Employee Notification.'

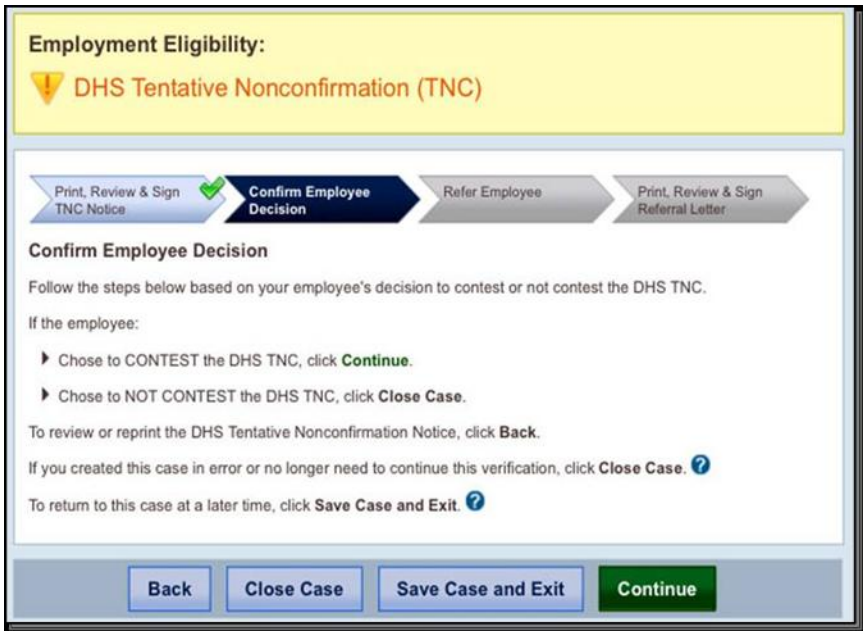

Employment Eligibility:
DHS Tentative Nonconfirmation (TNC)
Print, Review & Sign TNC Notice
Confirm Employee Decision
Refer Employee
Print, Review & Sign Referral Letter
Print, Review & Sign TNC Notice
Review the DHS TNC with the employee. Follow the steps listed below.
1 Print the DHS Tentative Nonconfirmation Notice
Notification to Employee of DHS Tentative Nonconfirmation
Choose which language to print
English
Print Notice
2 Review the DHS TNC privately with the employee.
3 Have the employee indicate whether he or she will contest the DHS TNC on the DHS Tentative Nonconfirmation Notice.
4 Ensure that you and the employee sign and date the DHS Tentative Nonconfirmation Notice. Indicate that the employee has been notified by selecting the check box below.
Confirm Employee Notification
I have notified this employee of the TNC.
5 After these steps are complete, click Continue.
If you created this case in error or no longer need to continue this verification, click Close Case.
To return to this case at a later time, click Save Case and Exit.
Close Case
Save Case and Exit
Continue

►Keep original signed DHS TNC Notice on file with Form I-9.

►Provide copy of signed DHS TNC Notice to employee.

►Once you complete the steps above, click 'Continue.'

►Next, confirm employee's decision to contest or not contest the case result.


Employment Eligibility:
DHS Tentative Nonconfirmation (TNC)
Print, Review & Sign TNC Notice
Confirm Employee Decision
Refer Employee
Print, Review & Sign Referral Letter
Confirm Employee Decision
Follow the steps below based on your employee's decision to contest or not contest the DHS TNC.
If the employee:
Chose to CONTEST the DHS TNC, click Continue.
Chose to NOT CONTEST the DHS TNC, click Close Case.
To review or reprint the DHS Tentative Nonconfirmation Notice, click Back.
If you created this case in error or no longer need to continue this verification, click Close Case.
To return to this case at a later time, click Save Case and Exit.
Back
Close Case
Save Case and Exit
Continue

►If the employee chose to contest the TNC, click 'Continue.'

►If the employee chose to not contest, click 'Close Case' and follow steps in Section 4.2 Close Case.

SUMMARY

EMPLOYER ACTION

- Privately notify employee of DHS TNC
- Print, review, sign and date DHS TNC Notice
- Instruct employee to sign and date DHS TNC Notice
- Keep original signed DHS TNC Notice on file with Form I-9
- Provide copy of signed DHS TNC Notice to employee
- Take next action based on employee decision to contest or not contest DHS TNC

EMPLOYEE ACTION

- Decide to contest or not contest and indicate choice on signed DHS TNC Notice
- Acknowledge DHS TNC case result by signing and dating DHS TNC Notice
- Take next action based on decision to contest or not to contest

REFER EMPLOYEE TO DHS

After being notified of the DHS TNC, the employee chooses to contest or not contest the case result and acknowledges his or her decision on the DHS TNC Notice. An employee that chooses to contest a DHS TNC must be referred to DHS.

E-Verify generates a DHS Referral Letter that you provide to the employee. First confirm the information on the letter is correct then print, sign, date the letter and provide it to the employee. The DHS Referral Letter provides instructions to you and the employee regarding the next steps. These steps are outlined in Refer Employee to DHS – Process Overview.

Employees choosing to contest the DHS TNC have eight federal work days to contact DHS. Federal government workdays are Monday through Friday except for federal holidays. The eight federal government workdays begin when the case is referred to DHS in E-Verify. The date by which the employee must contact DHS is printed in the SSA Referral Letter.

A photo mismatch TNC requires an additional step but follows the same guidelines of any TNC. If the employee chooses to contest the photo mismatch TNC the employee must be referred to DHS and you must send a copy of the photo ID document to E-Verify.

You may not terminate, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee based on the employee's decision to contest a TNC or while your case is still pending with DHS.

To refer an employee to DHS, follow the steps outlined in the Refer Employee to DHS - Process Overview.

REFER EMPLOYEE TO DHS – PROCESS OVERVIEW

►Click 'Refer Case.'

Enter Form I-9 Information
Verification Results
Close Case
Employment Eligibility:
DHS Tentative Nonconfirmation (TNC)
Print, Review & Sign TNC Notice
Confirm Employee Decision
Refer Employee
Print, Review & Sign Referral Letter
Refer Employee
You indicated that the employee chose to contest the DHS TNC. The next step is to refer the employee to DHS.
To refer the employee to DHS, click Refer Case.
When you click Refer Case it starts the 8 federal government workdays that the employee has to contact DHS.
If you created this case in error or no longer need to continue this verification, click Close Case.
To return to this case at a later time, click Save Case and Exit.
Close Case
Save Case and Exit
Refer Case

In some cases, E-Verify prompts you to submit a copy of the employee's photo document to DHS. Follow the steps below to complete this step when prompted.

►First, obtain a copy of the employee's Form I-9 photo document.

►Then determine how you will submit a copy of this document to DHS. You may submit an electronic copy or send a paper copy by selecting one of the following:

- Attach and Submit Copy of Employee's Photo Document

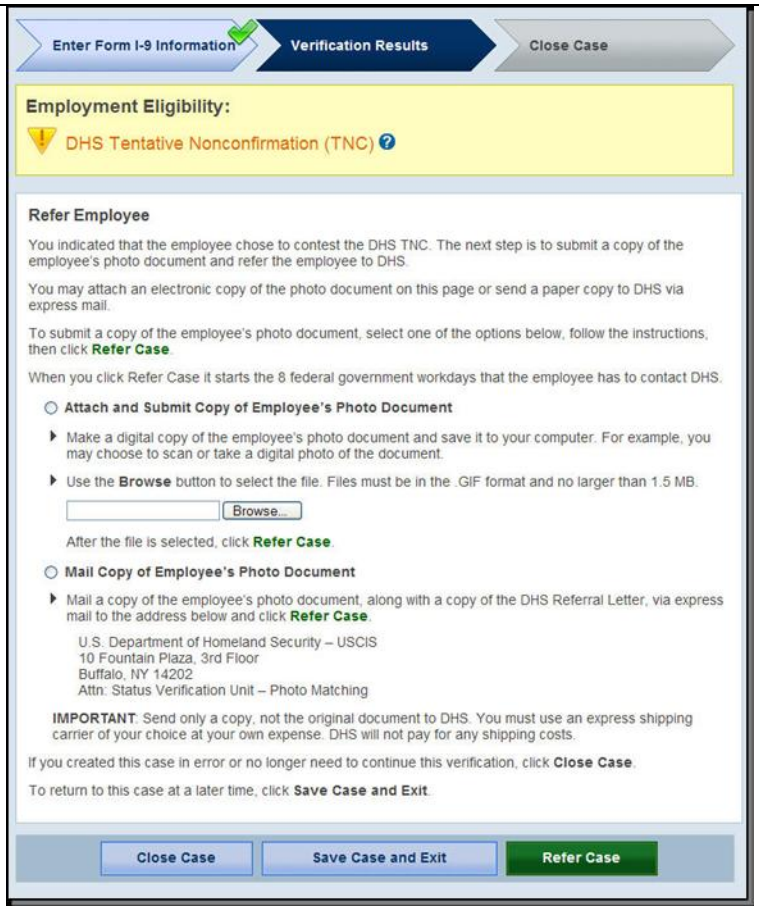
OR

- Mail Copy of Employee's Photo Document

If you chose to mail a paper copy, send it through express mail to the address below:

U.S. Department of Homeland Security (USCIS)
10 Fountain Plaza, 3rd Floor
Buffalo, NY 14202
Attn: Status Verification Unit – Photo Matching

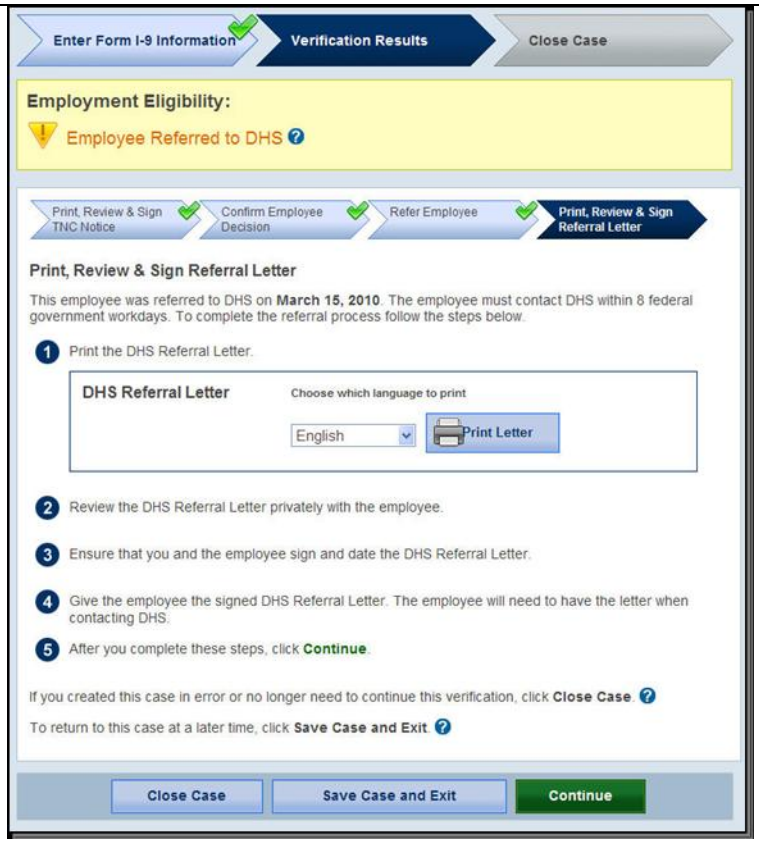
DHS will not pay for any shipping costs. Participants are free to choose an express shipping carrier at their own expense. Inform all hiring sites of the DHS shipping information.


Enter Form I-9 Information
Verification Results
Close Case
Employment Eligibility:
DHS Tentative Nonconfirmation (TNC)
Refer Employee
You indicated that the employee chose to contest the DHS TNC. The next step is to submit a copy of the employee's photo document and refer the employee to DHS.
You may attach an electronic copy of the photo document on this page or send a paper copy to DHS via express mail.
To submit a copy of the employee's photo document, select one of the options below, follow the instructions, then click Refer Case.
When you click Refer Case it starts the 8 federal government workdays that the employee has to contact DHS.
Attach and Submit Copy of Employee's Photo Document
Make a digital copy of the employee's photo document and save it to your computer. For example, you may choose to scan or take a digital photo of the document.
Use the Browse button to select the file. Files must be in the .GIF format and no larger than 1.5 MB.
Browse...
After the file is selected, click Refer Case.
Mail Copy of Employee's Photo Document
Mail a copy of the employee's photo document, along with a copy of the DHS Referral Letter, via express mail to the address below and click Refer Case.
U.S. Department of Homeland Security – USCIS
10 Fountain Plaza, 3rd Floor
Buffalo, NY 14202
Attn: Status Verification Unit – Photo Matching
IMPORTANT: Send only a copy, not the original document to DHS. You must use an express shipping carrier of your choice at your own expense. DHS will not pay for any shipping costs.
If you created this case in error or no longer need to continue this verification, click Close Case.
To return to this case at a later time, click Save Case and Exit.
Close Case
Save Case and Exit
Refer Case

►After you complete the above, click 'Refer Case.'

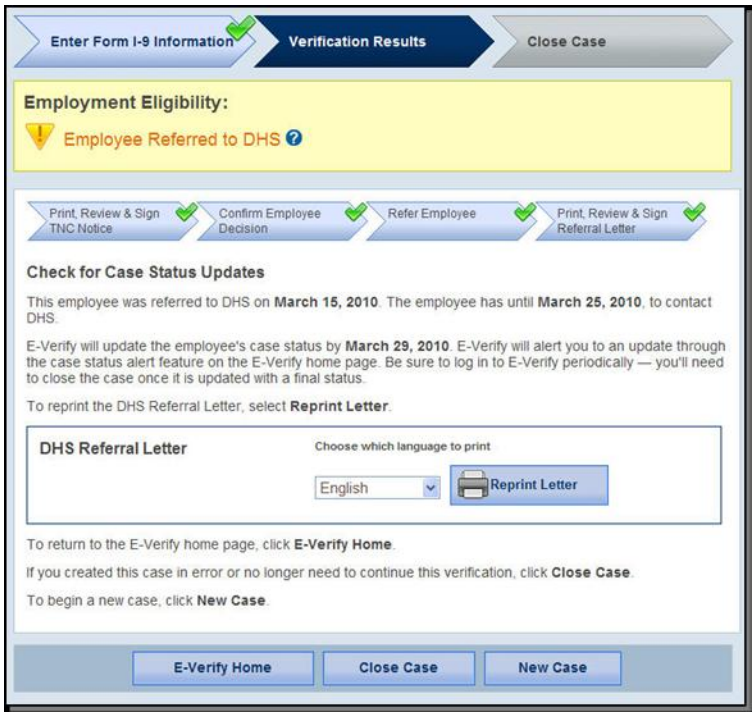
After you have referred the case, complete the following steps:

1. Choose to print the DHS Referral Letter in either English or Spanish and confirm that the name and SSN listed on the top of the letter are correct. Print the DHS Referral Letter.
2. Review the DHS Referral Letter and explain the next steps to the employee – instructions to the employee are on page one of the SSA Referral Letter and the employer instructions are on page two.
3. Ensure you and the employee sign and date the letter.
4. Provide a copy of the signed SSA Referral Letter to the employee and file the original letter with Form I-9.
5. After these steps are complete, click 'Continue.'


Enter Form I-9 Information
Verification Results
Close Case
Employment Eligibility:
Employee Referred to DHS
Print, Review & Sign TNC Notice
Confirm Employee Decision
Refer Employee
Print, Review & Sign Referral Letter
Print, Review & Sign Referral Letter
This employee was referred to DHS on March 15, 2010. The employee must contact DHS within 8 federal government workdays. To complete the referral process follow the steps below.
1 Print the DHS Referral Letter.
DHS Referral Letter
Choose which language to print
English
Print Letter
2 Review the DHS Referral Letter privately with the employee.
3 Ensure that you and the employee sign and date the DHS Referral Letter.
4 Give the employee the signed DHS Referral Letter. The employee will need to have the letter when contacting DHS.
5 After you complete these steps, click Continue.
If you created this case in error or no longer need to continue this verification, click Close Case.
To return to this case at a later time, click Save Case and Exit.
Close Case
Save Case and Exit
Continue

►The employee has been referred to DHS, and the case status is 'Employee Referred to DHS.' The employee has eight federal government workdays to contact DHS.

►Check E-Verify for case updates.


Enter Form I-9 Information
Verification Results
Close Case
Employment Eligibility:
Employee Referred to DHS
Print, Review & Sign TNC Notice
Confirm Employee Decision
Refer Employee
Print, Review & Sign Referral Letter
Check for Case Status Updates
This employee was referred to DHS on March 15, 2010. The employee has until March 25, 2010, to contact DHS.
E-Verify will update the employee's case status by March 29, 2010. E-Verify will alert you to an update through the case status alert feature on the E-Verify home page. Be sure to log in to E-Verify periodically — you'll need to close the case once it is updated with a final status.
To reprint the DHS Referral Letter, select Reprint Letter.
DHS Referral Letter
Choose which language to print
English
Reprint Letter
To return to the E-Verify home page, click E-Verify Home.
If you created this case in error or no longer need to continue this verification, click Close Case.
To begin a new case, click New Case.
E-Verify Home
Close Case
New Case

IMPORTANT: You may not ask the employee for additional evidence or confirmation that DHS resolved his or her case.

After the 10 federal government workdays a DHS Referral will provide one the following case results:

- ♦ EMPLOYMENT AUTHORIZED, Section 2.5
- ♦ DHS FINAL NONCONFIRMATION, Section 4.1
- ♦ DHS CASE IN CONTINUANCE, Section 3.5
- ♦ DHS NO SHOW, Section 4.1

Each case result requires different actions or steps to continue or close the case. These actions are outlined in each case result section throughout this manual.

SUMMARY

EMPLOYER ACTION

- If employee chooses to contest DHS TNC, Refer Case
- Ensure that the information on the DHS Referral Letter is correct
- Print, review, sign, and date DHS Referral Letter
- Have employee sign and date DHS Referral Letter
- Keep original signed Referral letter on file with Form I-9
- Provide copy of signed DHS Referral Letter to employee
- Express mail or attach and submit a copy of employee's photo document to send to DHS if TNC is due to photo mismatch
- Check E-Verify for case result updates
- Close Case

EMPLOYEE ACTION

- Sign and date DHS Referral Letter
- Contact DHS within eight federal government workdays
- DHS instructs employee on the next steps

3.5 SSA CASE IN CONTINUANCE AND DHS CASE IN CONTINUANCE

A SSA or DHS Case in Continuance indicates that the employee has visited an SSA field office and/or contacted DHS, but more time is needed to determine a final case result. The reason SSA/DHS needs more time is unique and varies with each situation. You must check E-Verify periodically for an update in case result. You cannot terminate or take adverse action against the employee while SSA/DHS is reviewing an employee's case.

Enter Form I-9 Information
Verification Results
Close Case
Employment Eligibility:
View/Print Case Details
SSA Case In Continuance
E-Verify needs additional time to verify the employment eligibility of this employee. The employee should continue to work until E-Verify provides a final response.
E-Verify will alert you to an update through the case status alert feature on the E-Verify home page. Be sure to log in to E-Verify periodically — you'll need to close the case once it is updated with a final status.

Once DHS and/or SSA have updated E-Verify, one the following case results shows:

For DHS CASE IN CONTINUANCE:

- EMPLOYMENT AUTHORIZED, Section 2.5
- DHS FINAL NONCONFIRMATION, Section 4.1

For SSA CASE IN CONTINUANCE:

- EMPLOYMENT AUTHORIZED, Section 2.5
- SSA FINAL NONCONFIRMATION, Section 4.1
- REVIEW AND UPDATE EMPLOYEE DATA, Section 3.2
- DHS VERIFICATION IN PROCESS, Section 3.3

Each case result requires different actions or steps to continue or close the case. These actions are outlined in each case result section throughout this manual.

SUMMARY

EMPLOYER ACTION

- Check E-Verify for case result updates
- Close Case

EMPLOYEE ACTION

- NONE

4.0 FINAL CASE RESOLUTION

To complete the E-Verify process, every case must receive a final case result and be closed.

4.1 FINAL NONCONFIRMATION (FNC)

A Final Nonconfirmation means that a final case result has been provided and you must close the case.

There are three Final Nonconfirmations (FNC). These include:

- SSA Final Nonconfirmation
- DHS Final Nonconfirmation
- DHS NO SHOW

A SSA FINAL NONCONFIRMATION AND DHS FINAL NONCONFIRMATION

A SSA or DHS Final Nonconfirmation case result is received when E-Verify cannot verify an employee's employment eligibility after an employee has contacted DHS or visited an SSA field office.

You may terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the MOU.

Enter Form I-9 Information
Verification Results
Close Case
Employment Eligibility:
View/Print Case Details
SSA Final Nonconfirmation
SSA could not confirm that George Washington is authorized to work in the United States. To complete the verification process, click Close Case.

Enter Form I-9 Information
Verification Results
Close Case
Employment Eligibility:
View/Print Case Details
DHS Final Nonconfirmation
DHS could not confirm that Ali Jones is authorized to work in the United States. To complete the verification process, click Close Case.

SUMMARY

EMPLOYER ACTION

- Receive SSA or DHS Final Nonconfirmation case result
- Close Case

EMPLOYEE ACTION

- NONE

DHS NO SHOW

A DHS No Show indicates that the employee did not contact DHS within the eight federal government workdays. A DHS No Show response is considered a Final Nonconfirmation. A Final Nonconfirmation means that the case must be closed in E-Verify.

You may terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the MOU.

Enter Form I-9 Information
Verification Results
Close Case
Employment Eligibility:
View/Print Case Details
DHS No Show
DHS could not confirm that Su Lin is authorized to work in the United States and the employee did not contact DHS within the 8 federal government workdays. This response is considered a final nonconfirmation. To complete the verification process, click Close Case.

SUMMARY

EMPLOYER ACTION

- Receive DHS No Show case result
- Close Case

EMPLOYEE ACTION

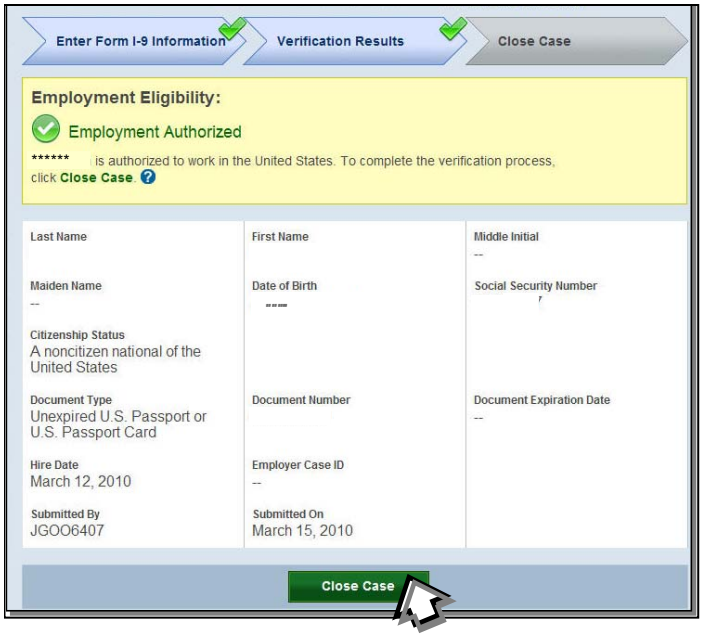
- NONE

4.2 CLOSE CASE

Employers must close EVERY case created in E-Verify. To close a case, employers follow the steps outlined in the Close Case - Process Overview.

CLOSE CASE – PROCESS OVERVIEW

►Click 'Close Case'

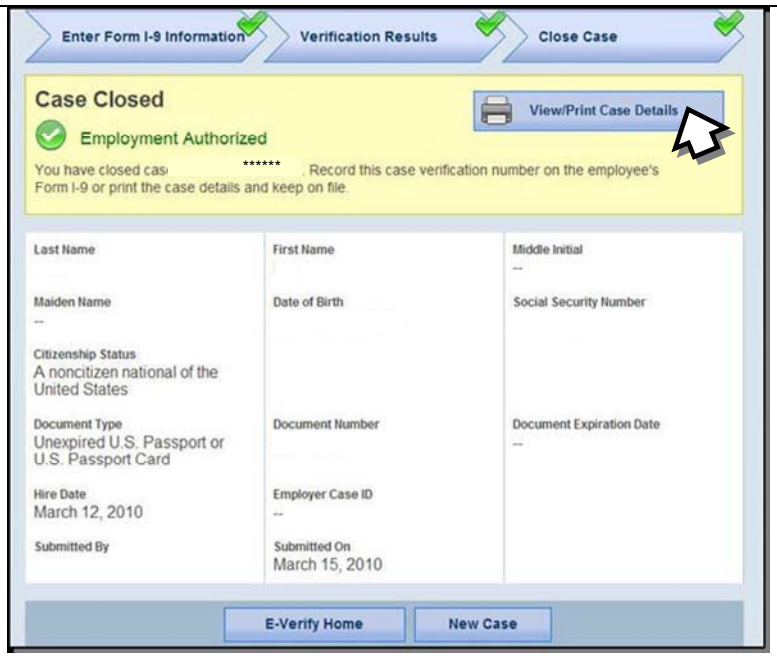


►Next, determine if the employee is still employed with the company, select yes or no and click 'Continue'.

►Next, select the most appropriate statement and click, 'Continue.'

Enter Form I-9 Information
Verification Results
Close Case
Select the appropriate statement and click Continue.
The employee continues to work for the employer after receiving an Employment Authorized result.
The case is invalid because another case with the same data already exists.
The case is invalid because the data entered is incorrect.
Back
Continue

►Record the case verification number on the employee's Form I-9, or print the case details and file it with the employee's Form I-9.



►This completes the E-Verify verification process.

Every case created in E-Verify MUST be closed. Each case is closed by using one of the Close Case Statements listed below. E-Verify will present only those options that are relevant to each case. This means that in some cases, not all of the Close Case options are available. Use Close Case Statements to determine a choice that best suits the situation for the case.

CLOSE CASE STATEMENTS

►**The employee continues to work for the employer after receiving an Employment Authorized result.**
E-Verify has verified that the employee is eligible to work in the United States and the employee continues to work for the employer.

►**The employee continues to work for the employer after receiving a Final Nonconfirmation result.**
E-Verify cannot verify that this employee is authorized to work in the United States. The employee had contested the Tentative Nonconfirmation, but was unable to resolve it. The employer chooses to exercise its legal right to allow the employee to continue to work.

►**The employee continues to work for the employer after receiving a No Show result.**
E-Verify cannot verify that this employee is authorized to work in the United States. The employee had contested the Tentative Nonconfirmation, but did not take action to resolve it. The employer chooses to exercise its legal right to allow the employee to continue to work.

►**The employee continues to work for the employer after choosing not to contest a Tentative Nonconfirmation.**
E-Verify cannot verify that this employee is authorized to work in the United States. The employee chose not to contest the Tentative Nonconfirmation. The

employer chooses to exercise its legal right to allow the employee to continue to work.

►**The employee was terminated by the employer for receiving a Final Nonconfirmation result.**
E-Verify cannot verify that this employee is authorized to work in the United States. The employee had contested the Tentative Nonconfirmation, but was unable to resolve it. The employer terminated the employee because of the Final Nonconfirmation result.

►**The employee was terminated by the employer for receiving a No Show result.**
E-Verify cannot verify that this employee is authorized to work in the United States. The employee had contested the Tentative Nonconfirmation, but did not take action to resolve it. The employer terminated the employee because of the No Show result.

►**The employee was terminated by the employer for choosing not to contest a Tentative Nonconfirmation.**
E-Verify cannot verify that this employee is authorized to work in the United States. The employee chose not to contest the Tentative Nonconfirmation. The employer terminated the employee because the employee chose not to contest the Tentative Nonconfirmation.

►**The employee voluntarily quit working for the employer.**
The employee chose to stop working for the employer.

►**The employee was terminated by the employer for reasons other than E-Verify.**
The employer terminated the employee for reasons unrelated to E-Verify.

►**The case is invalid because another case with the same data already exists.**
An E-Verify case with the same data was already created for this employee. This is a duplicate case.

►**The case is invalid because the data entered is incorrect.**
The data entered for this employee was not correct.

SUMMARY

EMPLOYER ACTION

- Click 'Close Case'
- Indicate the employee's employment status
- Select the appropriate Close Case Statement
- Record case verification number on Form I-9 or print screen and file it with Form I-9
- E-Verify case process is now completed

EMPLOYEE ACTION

- NONE

4.3 CASE ALERTS

E-Verify Case Alerts are found at the bottom of the user home page. The purpose of this feature is to bring your attention to cases that need your action. When you log in to E-Verify, Case Alerts inform you of one of the following:

- ♦ Open Cases to be Closed
- ♦ Cases with New Updates
- ♦ Work Authorization Documents Expiring

The E-Verify home page indicates the number of cases that require your attention by a number in a red circle on the alert. Each Case Alert can be accessed by a simple click. Cases can also be accessed through 'View Cases' and using the search function. Review the Case Alerts – Overview for more information.

CASE ALERTS – OVERVIEW

►E-Verify user home page display with no Case Alerts

Welcome to E-Verify
E-Verify
Verify Employee
For help with E-Verify, call
888-464-4218
or e-mail us at E-Verify@dhs.gov
E-Verify News
View All >
Federal contractor rule delayed until May 21, 2009 02/20/2009
The effective date of the final rule requiring certain Federal Co ... read more >
You Have No Case Alerts at this Time
Open Cases to be Closed
Cases with New Updates
Work Authorization Docs Expiring

►E-Verify user home page display with Case Alerts

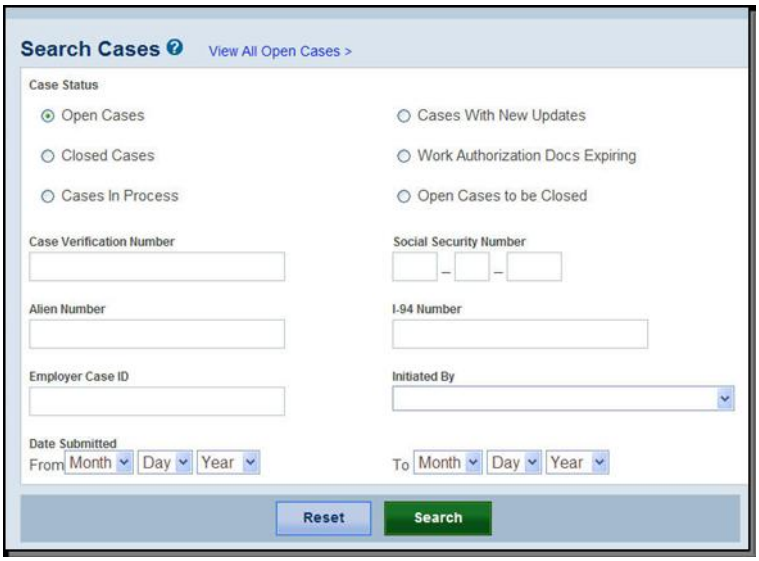
►Click on the alert requiring your attention to access your Case Alert(s)

Welcome to E-Verify
E-Verify
Verify Employee
For help with E-Verify, call
888-464-4218
or e-mail us at E-Verify@dhs.gov
E-Verify News
View All >
Federal contractor rule delayed until May 21, 2009 02/20/2009
The effective date of the final rule requiring certain Federal Co ... read more >
Case Alerts: You Must Take Action!
Open Cases to be Closed 11
Cases with New Updates 8
Work Authorization Docs Expiring 0

Case Alerts can also be accessed:

►From 'My Cases,' select 'View Cases'

►Determine your search criteria, click 'Search.'



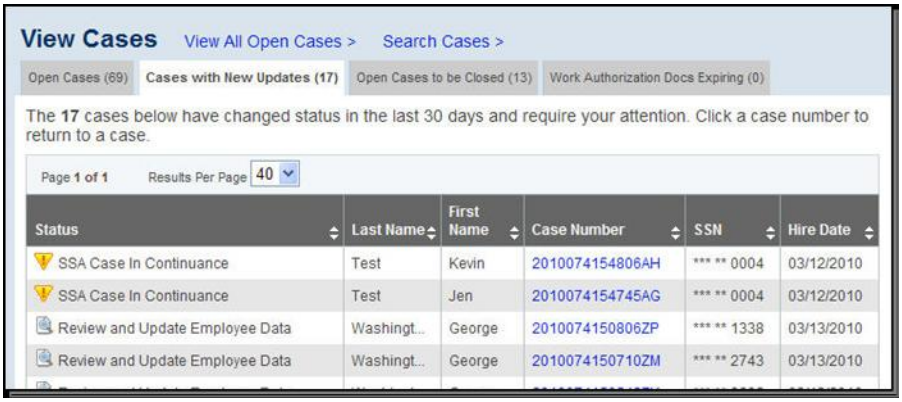
OPEN CASES TO BE CLOSED

Any case created in E-Verify and assigned a Case Verification Number must be closed. The 'Open Cases to be Closed' Case Alert provides quick access to all cases that need to be closed. Features of this tab include:

- Sort cases by: status, last name, first name, case number, or Hire Date
- A quick link to each case by clicking on the Case Number

CASES WITH NEW UPDATES

The 'Cases with New Updates' Case Alert is a quick link to all cases that have had a change in case result. All interim case results must receive a final case result and be closed. This Case Alert is an easy way to manage these cases.



WORK AUTHORIZATION DOCUMENTS EXPIRING

The 'Work Authorization Docs Expiring' Case Alert is a notification that an employee's Employment Authorization Document or Form I-94 document is expiring. This type of alert will only appear if the document the employee presented for the original E-Verify case was either an Employment Authorization Document or a Form I-94.

This is simply a helpful alert that will remind you to re-verify the employee by updating Section 3 of Form I-9. The employee cannot be re-verified in E-Verify.

5.0 CASE REPORTS

There are three types of case reports available in E-Verify for companies enrolled as Employers. These include: Corporate Overview Pilot of Usage, User Audit Report, and User Report. This section provides direction on how to create each of these reports in E-Verify.

All reports are accessed from 'My Reports' and selecting 'View Reports.'

5.1 CORPORATE OVERVIEW OF PILOT USAGE

The Corporate Overview of Pilot Usage report displays the number of cases created by your company within a fiscal year. If your company has not created any cases during the fiscal year, a report will still appear with a total of zero. This report is available to Corporate Administrators and Program Administrators.

To create a Corporate Overview of Pilot Usage Report, see the Corporate Overview of Pilot Usage – Report Overview.

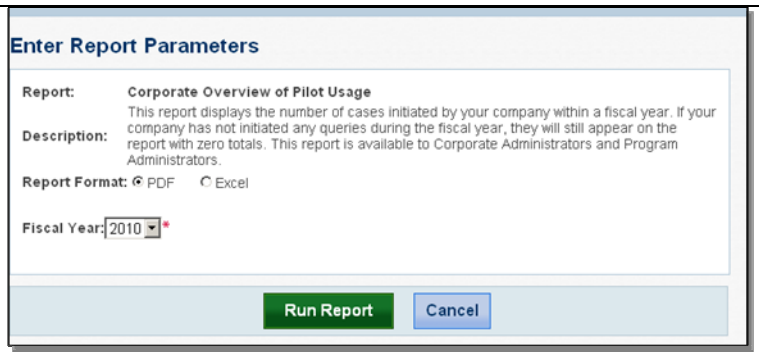
CORPORATE OVERVIEW OF PILOT USAGE – REPORT OVERVIEW

►Select 'Corporate Overview of Pilot Usage.'

Select a report
Corporate Overview of Pilot Usage
User Audit Report
User Report
Report: Corporate Overview of Pilot Usage
This report displays the number of cases initiated by your company within a fiscal year. If your company has not initiated any queries during the fiscal year, they will still appear on the report with zero totals. This report is available to Corporate Administrators and Program Administrators.
Next
Cancel

►Click 'Next.'

►Below screen will be shown.


Enter Report Parameters
Report:
Corporate Overview of Pilot Usage
Description:
This report displays the number of cases initiated by your company within a fiscal year. If your company has not initiated any queries during the fiscal year, they will still appear on the report with zero totals. This report is available to Corporate Administrators and Program Administrators.
Report Format: PDF Excel
Fiscal Year: 2010
Run Report
Cancel

►Determine and select which Report Format, PDF or Excel, you would like to view.

►Use drop down box to select the Fiscal Year you want a report on.

►Click 'Run Report.'

►Use report as needed.

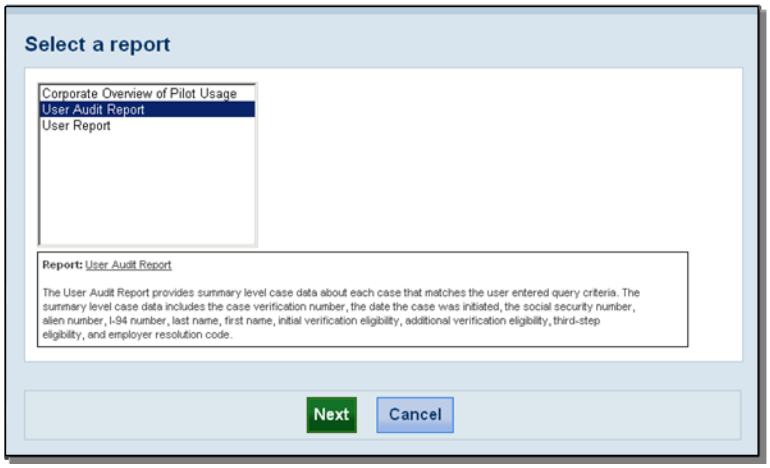
5.2 USER AUDIT REPORT

The User Audit Report provides summary case information about each case that matches the user criteria entered. The case information includes the case verification number, the date the case was initiated, the SSN, alien number, I-94 number, last name, first name, interim verification eligibility or case result, additional verification eligibility, final verification eligibility and employer resolution code.

To create a User Audit Report, see the User Audit Report - Report Overview.

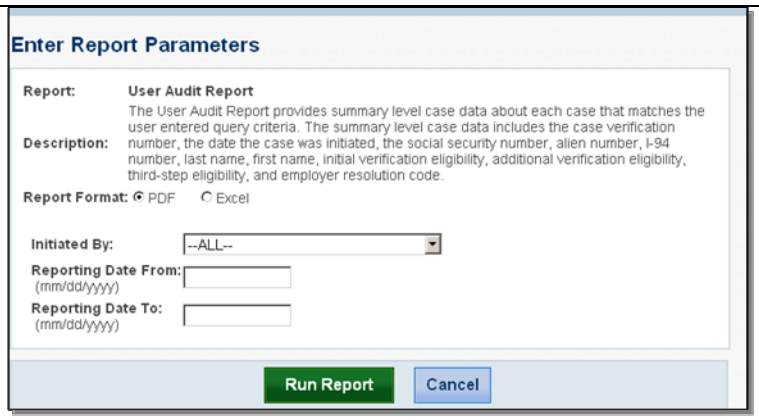
USER AUDIT REPORT – REPORT OVERVIEW

►Select 'User Audit Report.'


Select a report
Corporate Overview of Pilot Usage
User Audit Report
User Report
Report: User Audit Report
The User Audit Report provides summary level case data about each case that matches the user entered query criteria. The summary level case data includes the case verification number, the date the case was initiated, the social security number, alien number, I-94 number, last name, first name, initial verification eligibility, additional verification eligibility, third-step eligibility, and employer resolution code.
Next
Cancel

►Click 'Next.'

►Below screen will be shown.


Enter Report Parameters
Report:
User Audit Report
Description:
The User Audit Report provides summary level case data about each case that matches the user entered query criteria. The summary level case data includes the case verification number, the date the case was initiated, the social security number, alien number, I-94 number, last name, first name, initial verification eligibility, additional verification eligibility, third-step eligibility, and employer resolution code.
Report Format: PDF Excel
Initiated By:
--ALL--
Reporting Date From:
(mm/dd/yyyy)
Reporting Date To:
(mm/dd/yyyy)
Run Report
Cancel

►Determine and select which Report Format, PDF or Excel, you would like to view.

►Use drop down box to select the E-Verify User you want a report on.

►Enter dates.

►Click 'Run Report.'

►Use report as needed.

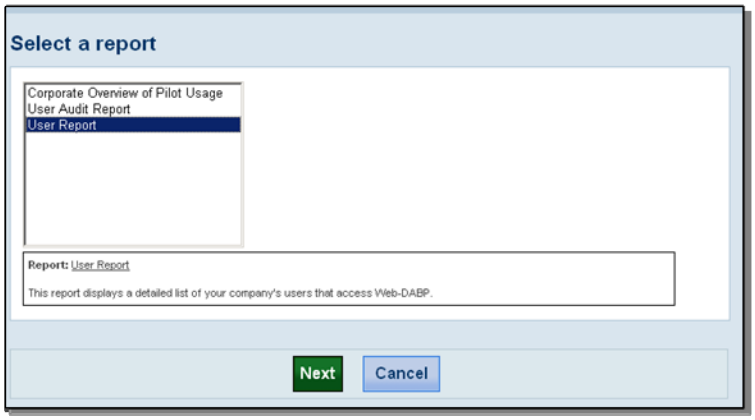
5.3 USER REPORT

This report displays a detailed list of your company's users. It includes each users' name, user role, contact telephone number and the last date he or she used E-Verify.

To create a User Report, see the User Report - Report Overview.

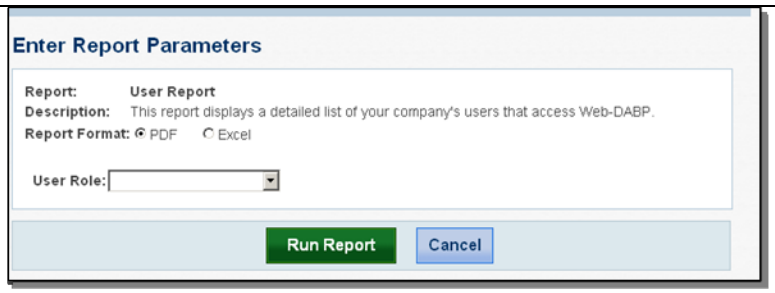
USER REPORT – REPORT OVERVIEW

►Click 'User Report.'



►Click 'Next.'

►Below screen will be shown.


Enter Report Parameters
Report: User Report
Description: This report displays a detailed list of your company's users that access Web-DABP.
Report Format: PDF Excel
User Role:
Run Report
Cancel

►Determine and select which Report Format, PDF or Excel, you would like to view.

►Use drop down box to select User Role you want a report on.

►Click 'Run Report.'

►Use report as needed.

6.0 ACCOUNT ADMINISTRATION

User Account Administration provides individual users specific functions and permissions to update their account, change their passwords, and perform other functions explained in this section.

It is important to distinguish that the user account functions are different for each user role.

6.1 USER ROLES

Permissions and functions in E-Verify granted to the user differ for each user role. There are two user Roles, the Program Administrator and General User.

Every hiring site must have at least one Program Administrator. This user role is important to provide support for the general user role and to manage the company profile. A company can choose to have General Users which will only be able to create and manage their own cases. General Users and Program Administrators must successfully complete the online E-Verify tutorial before privileges to create or manage cases are granted.

The User Role Functions Overview provides an explanation of the functions of each user role.

USER ROLE FUNCTIONS OVERVIEW					
ROLE	**ADD USERS**	**VIEW CASES**	**UPDATE CASES**	**UNLOCK USERS**	**VERIFY EMPLOYEES**
Program Administrator *(at least one required)*	**x**	**x**	**x**	**x**	**x**
General User *(optional)*		**x**	**x**		**x**

6.2 USER ID AND PASSWORD CREATION

Adding users is completed by the Program Administrator. All users are assigned a user ID and initial password. Upon being initially registered by the Program Administrator, you receive an email with your user ID and password. E-Verify will prompt you to change the initial password for security purposes.

Passwords are case-sensitive and between 8-14 characters long, different from the assigned User ID, changed every 90 days, and have the following characteristics:

- At least one uppercase or lowercase letter
- At least one number and at least one special character - special characters include: ! @ $ % * ( ) < > ? : ; { } + - ~
- Contain no more than two identical and consecutive characters in any position from the previous password
- Contain a non-numeric in the first and last positions
- Not be identical to the User ID

Additionally, password policy recommends that passwords should not:

- Contain any dictionary word
- Contain any proper noun or the name of any person, pet, child, or fictional character, nor any employee serial number, Social Security Number, birth date, phone number, or any information that could be readily guessed about the creator of the password
- Contain any simple pattern of letters or numbers, such as 'qwerty' or 'xyz123'
- Be any word, noun, or name spelled backwards

An example of an acceptable password is found in the Password Example.

PASSWORD EXAMPLE

This is an acceptable password:

IL!keH20

►at least eight characters in length

►an uppercase letter

►a lowercase letter

►a special character

►a number

Passwords expire every 90 days. E-Verify automatically asks you to create a new password when the old one expires. However, if you think your password was compromised, change it immediately.

If a user attempts to log in with an incorrect password three consecutive times, the system locks him or her out. Password HELP contact information is listed in the information box.

If you are locked out of your user account, first try to change your password using the link "**Forgot your User ID?**" or "**Forgot your password**?"

If you are unsuccessful at changing your password with the automatic system, contact your Program Administrator. If your Program Administrator is not available

contact E-Verify Customer Support 888-464-4218.

RESET OR CHANGE YOUR PASSWORD

If your password has been compromised, change it immediately. To change or reset a password, follow the steps in Reset or Change Password.

RESET OR CHANGE PASSWORD

►From 'My Profile,' select 'Change Password.'

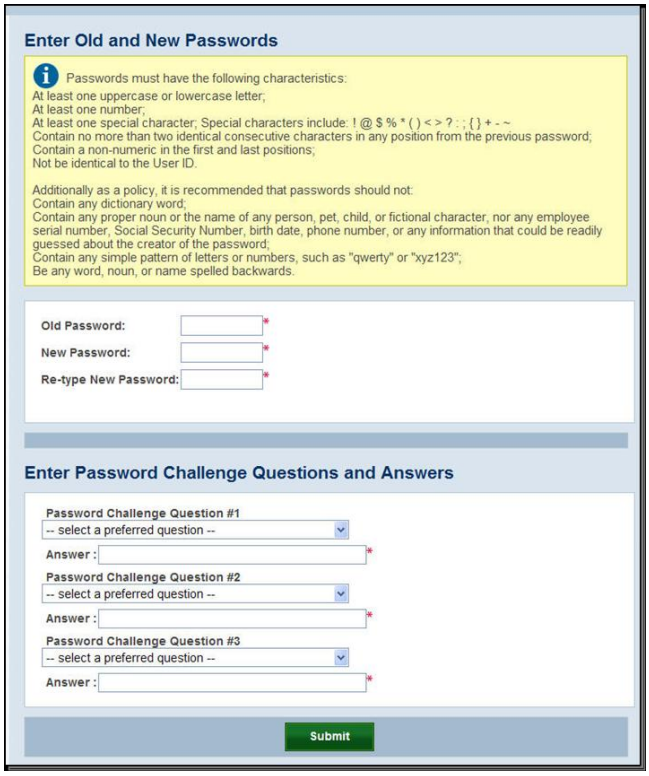
►'Change Password' page will display.

►Type current password in the 'Old Password' field.

►Type new password in the 'New Password' field.

►Re-Type New Password in the 'Re-Type New Password' field. The new password cannot be the same as any of the last six passwords.

►Enter Password challenge questions and answers.


Enter Old and New Passwords
Passwords must have the following characteristics:
At least one uppercase or lowercase letter;
At least one number;
At least one special character; Special characters include: ! @ $ % * ( ) < > ? : ; { } + - ~
Contain no more than two identical consecutive characters in any position from the previous password;
Contain a non-numeric in the first and last positions;
Not be identical to the User ID.
Additionally as a policy, it is recommended that passwords should not:
Contain any dictionary word;
Contain any proper noun or the name of any person, pet, child, or fictional character, nor any employee serial number, Social Security Number, birth date, phone number, or any information that could be readily guessed about the creator of the password;
Contain any simple pattern of letters or numbers, such as "qwerty" or "xyz123";
Be any word, noun, or name spelled backwards.
Old Password:
New Password:
Re-type New Password:
Enter Password Challenge Questions and Answers
Password Challenge Question #1
-- select a preferred question --
Answer :
Password Challenge Question #2
-- select a preferred question --
Answer :
Password Challenge Question #3
-- select a preferred question --
Answer :
Submit

►Receive one of the following confirmation messages:

- If the system processed the password change, then use the new password the next time you log in to E-Verify.

- If the system was unable to process the password change due to user error, carefully repeat the steps for changing a password.
- If the system was unable to process the password change, try changing the password later.

6.3 UPDATE USER PROFILE INFORMATION

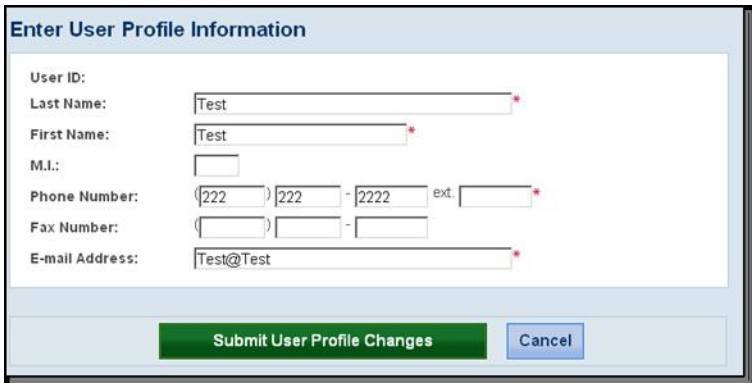
Every E-Verify user has a profile which includes his or her name, telephone number, fax number, and e-mail address. Users should update this information whenever necessary using the Change User Profile link. To update this information follow the steps outlined in Update User Profile – Process Overview.

UPDATE USER PROFILE – PROCESS OVERVIEW

►From 'My Profile,' select 'Edit Profile.'

►Add information or edit fields as necessary. A field with an asterisk (*) is a required field.

►Click 'Submit User Profile Changes.' A confirmation message and your profile information will display.



►Review the confirmation message to see whether the request for profile updates was successful. If the system was unable to process the user profile updates, attempt to update your profile at a later time. If the second profile update attempt fails, contact E-Verify Technical Support at 800-741-5023.

7.0 MY COMPANY – PROGRAM ADMINISTRATORS

Program Administrators also manage the site administration of their company. A Program Administrator uses the 'My Company' menu to:

- Add General Users
- Add other Program Administrators located at his or her site
- Change or update company profile information
- Terminate his or her company's access to E-Verify

7.1 ADD NEW USER

Only Program Administrators can add E-Verify users. To add an additional user the Program Administrator must provide the user's name, phone number, fax number (optional), and e-mail address.

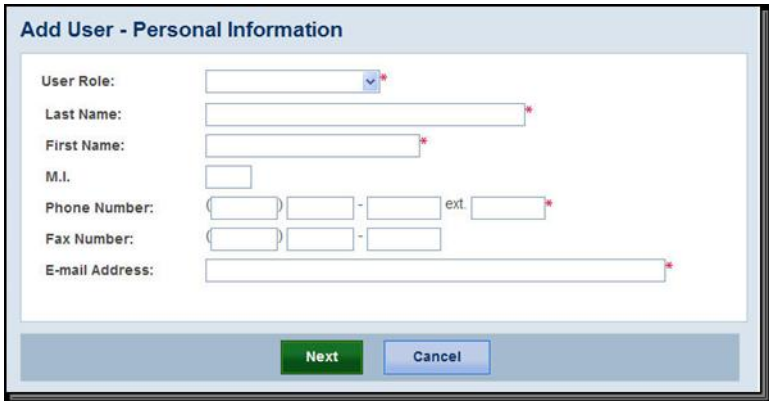
If a user leaves the company or no longer needs access to E-Verify, a Program Administrator must delete the user's account. To delete a user's account, see Delete User Account – Process Overview, section 7.2.

If you are a Program Administrator and you need to add a new E-Verify user follow the Add New User - Process Overview.

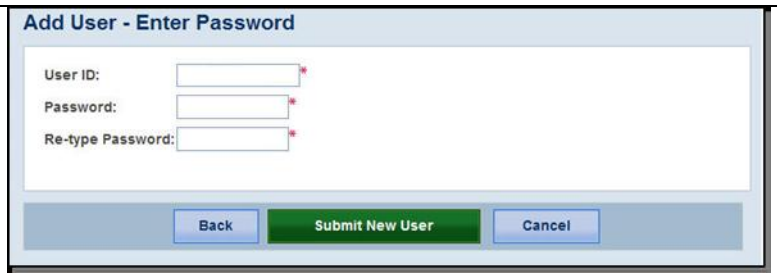
ADD NEW USER – PROCESS OVERVIEW

►From 'My Company,' select 'Add New User'

►Choose general user or program administrator and provide the person's name, phone number, fax number and e-mail address and click 'Next.'



►Choose a user ID and create a temporary password for the new user. Accept the system-generated user ID or create a new user ID.



►Review the information submitted and then click 'Submit New User'.

►Provide the new user with the user ID and password created.

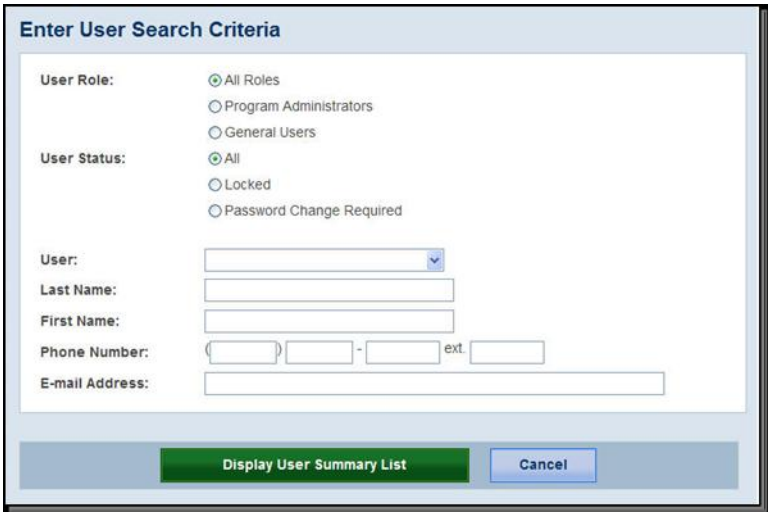
7.2 VIEW EXISTING USERS

Only Program Administrators can view user information and reset passwords. View Existing Users allows you to view, search, and maintain the General Users and Program Administrators assigned to your company, as demonstrated in the View Users – Process Overview.

VIEW USERS – PROCESS OVERVIEW

►From, 'My Company,' select 'View Existing Users.'

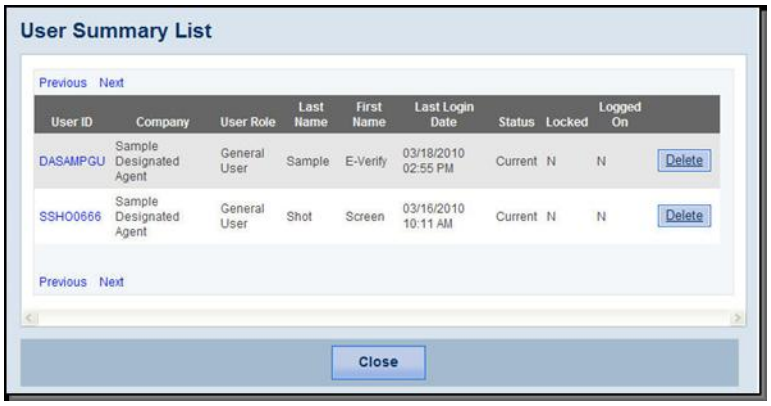
►Search for a user using the criteria displayed in each field. You can enter a partial name and a percent (%) sign as a wildcard character.



►Click 'Display User Summary List'

►A list of user accounts displays – you can view or modify a user account by selecting the user

ID.



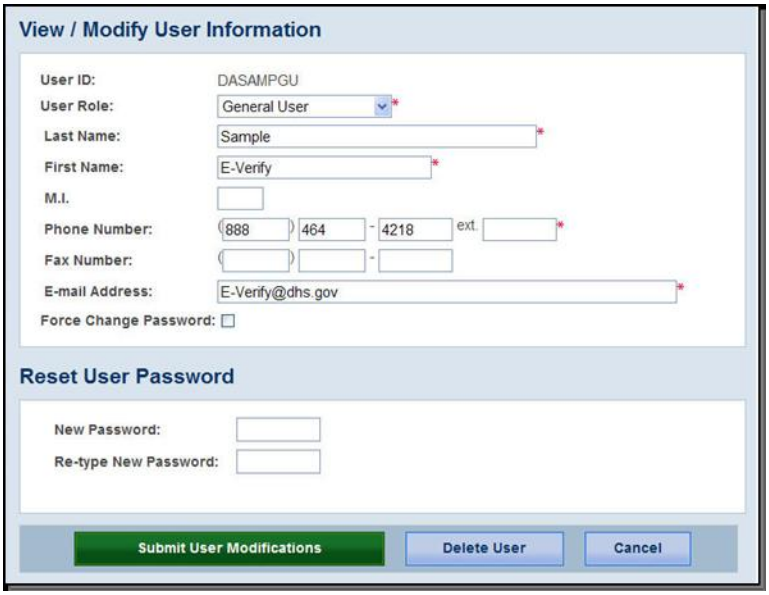
RESET USER'S PASSWORD

To reset a user's password, follow the steps outlined in Reset User's Password – Process Overview.

RESET USER'S PASSWORD – PROCESS OVERVIEW

►First, follow the steps in 'View Users – Overview' to find the user that needs his or her password changed.

►Select the appropriate user by selecting his or her User ID.



►You can change the password two ways, including:

Select 'Force Change Password' to prompt a user to change his or her password at the next login.

or

Assign a temporary password by completing both fields under Reset User Password.

►Click 'Submit User Modifications'

NOTE: If the system does not accept the user information update after processing it again, contact E-Verify Technical Support at 800-741-5023.

DELETE USER ACCOUNT

If a user leaves the company or will no longer access E-Verify, a Program Administrator must delete the user's account. Follow the steps in Delete Users – Process Overview to delete a user's account.

DELETE USERS – PROCESS OVERVIEW

►First, follow the steps in 'View Users – Overview' to find the user that needs his or her account deleted.

►From 'User Summary List,' click 'Delete' next to the user's account to be deleted

- OR -

►Click 'Delete User' on the View/Modify User Information page

In both instances, the User Deletion Information page will open, which displays the information for the user whom you want to delete. Click 'Delete User' to delete the user's account.

After you click 'Delete User' changes will be permanent.

7.3 MY COMPANY

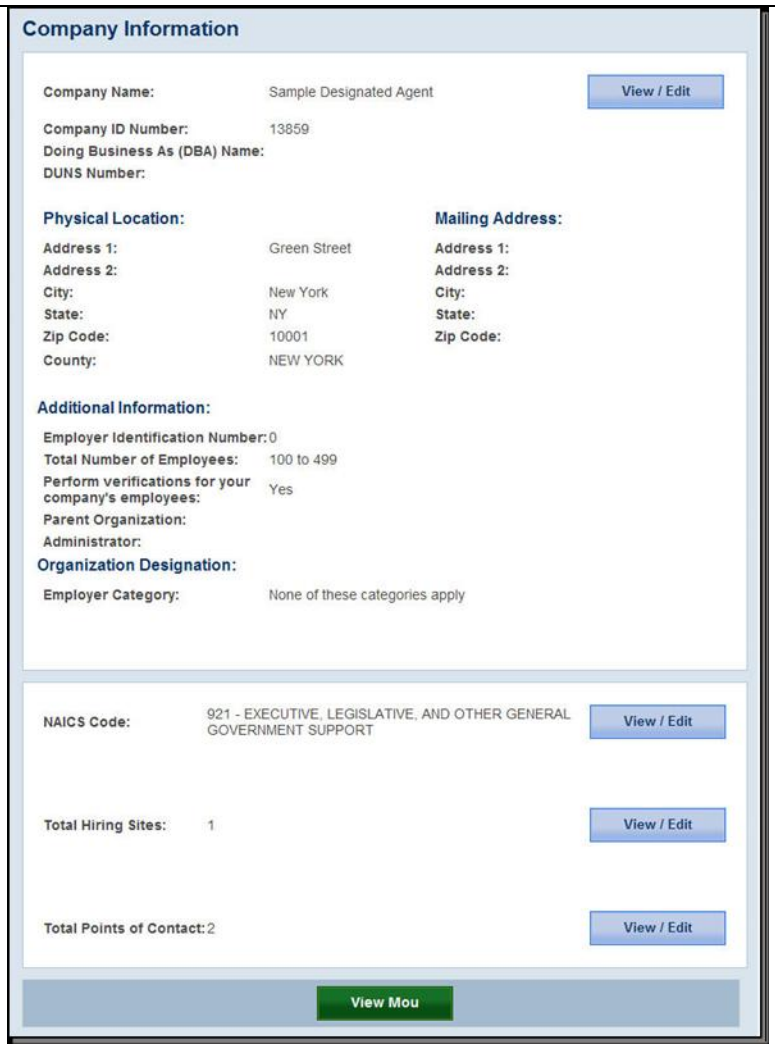
To update company information in E-Verify, complete the steps in the Update Company Information – Process Overview.

Once a Program Administrator has updated the company's profile, he or she will be subject to the rules and requirements associated with this profile and have access to all online resources specific to that profile.

UPDATE COMPANY INFORMATION – PROCESS OVERVIEW

►From 'My Company,' select 'Edit Company Profile.'

►To modify any section of the Company Information page, click 'View/Edit' in the section you want to modify, i.e. Company Name and Physical Location, Points of Contact, NAICS Code, Total Hiring Sites and Total Points of Contact.



►Make the required changes and click 'Submit.'

IMPORTANT: After you click, 'Submit,' the Program Administrator cannot undo any changes that have been entered without manually reentering the original information.

MAINTAIN COMPANY INFORMATION FIELDS

There are many fields that can be updated in the Maintain Company Information. For additional information on each field, see Maintain Company Information Field table.

MAINTAIN COMPANY INFORMATION	
FIELD NAME	**DESCRIPTION**
Company Name	Company enrolled in E-Verify.
Physical Location	Location where employment eligibility verifications are completed.
Mailing Address	Company's mailing address. If this address is different from the physical location, use this field to make the necessary changes.
Additional Information	Information about the size of the company and any associated Corporate Parent Company information if applicable.
Employer Identification Number, (EIN)	Also known as Federal Tax Identification Number.
Parent Organization	An organization that owns or controls other organizations (sometimes called subsidiaries). For corporations, a parent corporation is often defined as a corporation that owns more than 50 percent of another corporation.
Administrator	Some companies many have many locations that do employment verification work and an E-Verify corporate account (also called corporate administrator access) offers reporting and oversight features for the multiple company locations that access E-Verify.

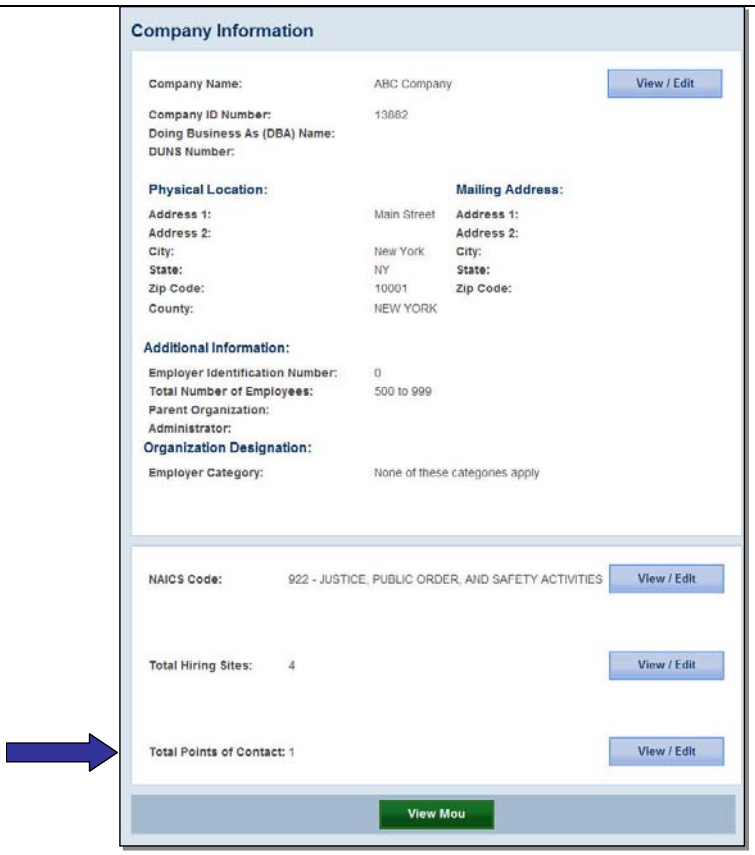
UPDATING POINTS OF CONTACT

Every company must have at least one person assigned as a point of contact for E-Verify issues. The Program Administrator is automatically assigned as the point of contact unless it is changed. To update the point of contact, see Update Points of Contact – Process Overview.

UPDATE POINTS OF CONTACT – PROCESS OVERVIEW

►From 'My Company,' select 'View Existing Users'

►Click 'View/Edit' in the Total Points of Contact section of the Company Summary page to modify this information. The Points of Contact Summary page opens.

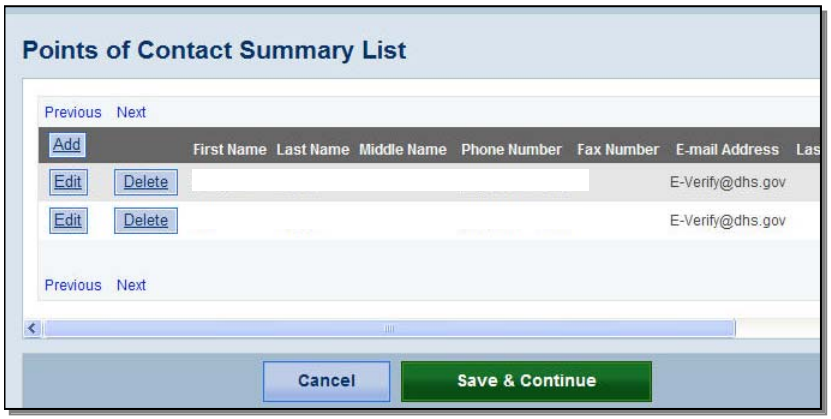


►Points of contact summary page list.

►Click 'Add' to add a new point of contact.

►Click 'Edit' after adding the new point of contact's information or modifying an existing point of contact's information. The updated Points of Contact Summary List page will appear.

►Click 'Delete' to delete a point of contact. The updated Points of Contact Summary List page will appear.



►Click 'Save and Continue' when finished updating the point(s) of contact. This brings the Program Administrator back to the Company Information page.

UPDATING NORTH AMERICAN INDUSTRY CLASSIFICATION SYSTEM (NAICS) INFORMATION

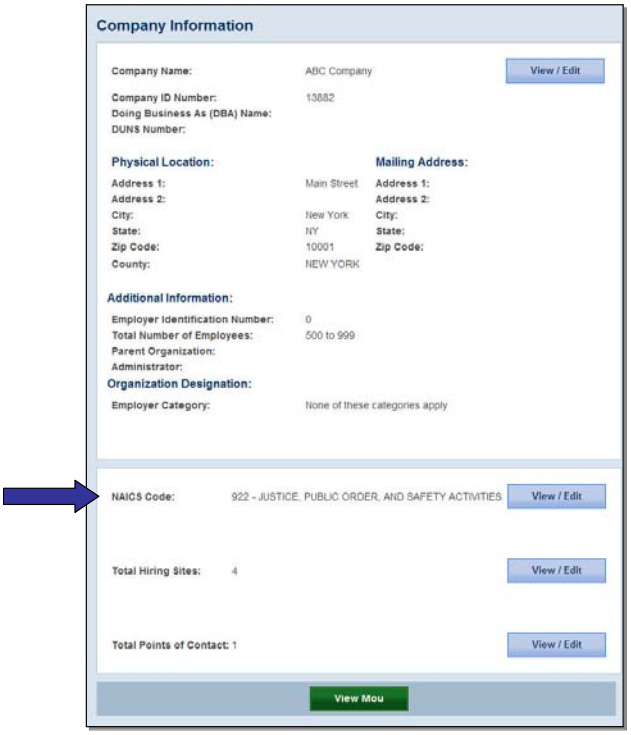
The NAICS Code designates the type of industry for a company. During enrollment the employer selects the NAICS code. If the company's industry classification has changed this needs to be updated in the E-Verify company profile.

To update the NAICS code, follow the Update NAICS Code - Process Overview.

UPDATE NAICS CODE – PROCESS OVERVIEW

►From 'My Company,' select 'View Existing Users'

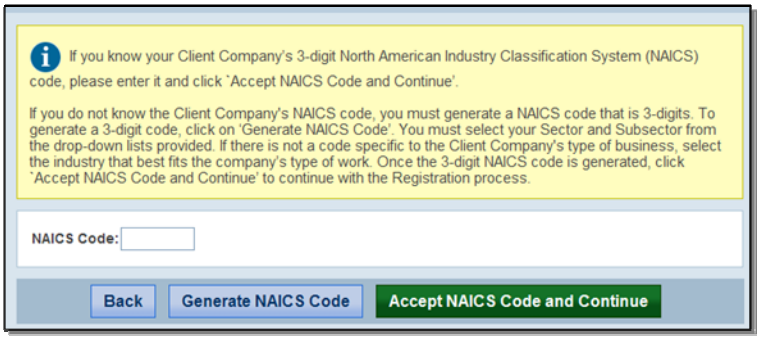
►Click 'View/Edit' in the NAICS section of the Company Summary page.



►The NAICS Code page displays the NAICS code entered when your company registered for E-Verify.

►To modify the NAICS Code field, enter the new three-digit NAICS code. If the new number is not known, a Program Administrator can search available codes. To determine the company's NAICS code, click 'Generate NAICS Code.' In the subsequent screens, select the appropriate sector and subsector from the drop down list. As a Program Administrator proceeds from page to page, the resulting NAICS code appears in the NAICS Code field. Select the appropriate category for the company from each list that appears and click 'Accept NAICS Code and Continue.' Once you have accepted the final subsector, the Company

Summary page appears.


If you know your Client Company's 3-digit North American Industry Classification System (NAICS) code, please enter it and click 'Accept NAICS Code and Continue'.
If you do not know the Client Company's NAICS code, you must generate a NAICS code that is 3-digits. To generate a 3-digit code, click on 'Generate NAICS Code'. You must select your Sector and Subsector from the drop-down lists provided. If there is not a code specific to the Client Company's type of business, select the industry that best fits the company's type of work. Once the 3-digit NAICS code is generated, click 'Accept NAICS Code and Continue' to continue with the Registration process.
NAICS Code:
Back
Generate NAICS Code
Accept NAICS Code and Continue

ADD NEW HIRING SITE(S)

Program Administrators can modify the number and location of the hiring sites where employment verifications are performed.

Click 'Edit Company Profile' and click View/Edit in the Total Hiring Sites section of the Company Information page to make changes to the number of hiring sites. Selecting this option opens the Company Hiring Sites page.

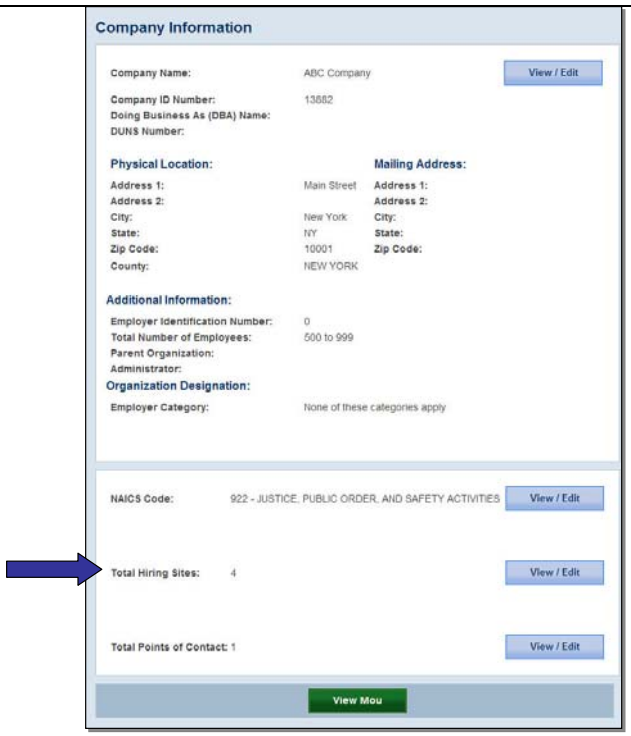
The Company Hiring Sites page shows the states where the employer has hiring sites and the number of hiring sites for each state. Program Administrators have the option to add hiring sites for a new state, edit the number of hiring sites in a state where the employer currently has hiring sites or delete a state from the hiring site list.

To add a new state where the employer has hiring sites, follow the Add New State Hiring Site - Process Overview.

ADD NEW STATE HIRING SITE – PROCESS OVERVIEW

►From 'My Company,' select 'View Existing Users'

►Click 'View/Edit' in the Total Hiring Sites section of the Company Summary page



►Click 'Add' to add hiring sites for a new state. Select the state from the drop down list. Enter the number of hiring sites. Then click 'Update.'

►To edit the number of hiring sites in a state where the company currently has hiring sites: click 'Edit' next to the state whose number of hiring sites you wish to edit. Change the number of hiring sites, and then click 'Update.'

►To delete a state from the company's hiring site list: click 'Delete' next to the state you want to remove. Confirm that you want to remove the state and all of its hiring sites by selecting 'Delete Site.'

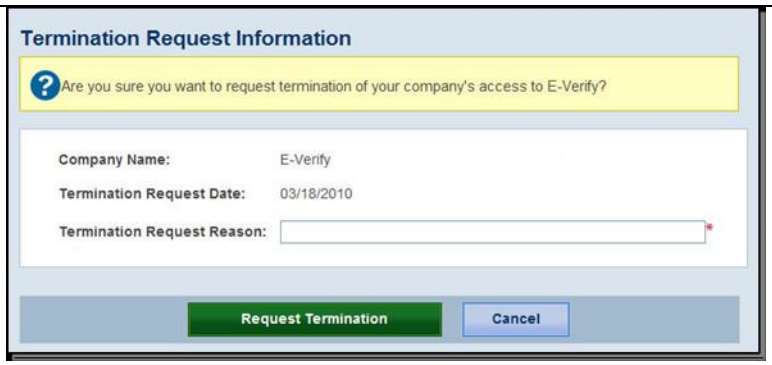
►Click 'Next' to submit modifications and return to the Company Information page.

CLOSE COMPANY ACCOUNT

To request termination of company participation in E-Verify, perform the steps outlined in Terminate Participation – Process Overview. If the company has more than one site using E-Verify and the entire company is requesting termination, each of the company's sites must go through this process.

TERMINATE PARTICIPATION – PROCESS OVERVIEW

►From 'My Company,' select 'Close Company Account.'



►Type the reason for termination in the 'Termination Request Reason' field.

►Click 'Request Termination'

►A message will appear informing you that the E-Verify office will be notified of your site's request to terminate its participation in the program.

REMINDER

- If your company has more than one site using E-Verify and the entire company is requesting termination, each of the company's sites must go through this process.

If you submitted a termination request in error, please call E-Verify Customer Support at 888-464-4218 for assistance

8.0 RESOURCE AND CONTACT INFORMATION

The E-Verify public website should be a primary resource for all E-Verify information, but do not hesitate to contact us via phone or e-mail. For easy access to online resources, we suggest that you 'bookmark' or save the websites as 'favorites' so you'll have easy access to them in the future.

E-VERIFY CONTACT INFORMATION	
E-Verify Public Web Site • Program information and statistics • Frequently asked questions • Provides general information about E-Verify	http://www.dhs.gov/e-verify
E-Verify Enrollment Application • Web site for initial company enrollment	https://e-verify.uscis.gov/enroll
E-Verify Access for Employers and Corporate Administrators • User access to E-Verify	https://e-verify.uscis.gov/emp
E-Verify Access for Designated Agents • User access to E-Verify	https://e-verify.uscis.gov/esp
E-Verify Customer Support • Account information and assistance with policy questions	Phone: 888-464-4218 E-mail: E-Verify@dhs.gov Hours of Operation: Monday through Friday, 8:00 a.m. to 5:00 p.m. local time except federal holidays
E-Verify Technical Support • Technical assistance using E-Verify	Phone: 800-741-5023 Hours of Operation: Monday through Friday, 9:00 a.m. to 7:00 p.m. (Eastern Time) except Thanksgiving, Christmas and New Year's Day
E-Verify Employee Hotline • For employees of employers that participate in E-Verify	Phone: 888-897-7781 TTY: 877-875-6028 E-mail: E-Verify@dhs.gov Hours of Operation: Monday through Friday, 8:00 a.m. to 5:00 p.m. local time except federal

	holidays
Office of Special Counsel for Immigration-Related Unfair Employment Practices (OSC) • Question about immigration-related discrimination	Employer Hotline: 800-255-8155 TTY: 800-362-2735 Employee Hotline: 800-255-7688 TTY: 800-237-2515 www.justice.gov/crt/osc/

GLOSSARY

A

Acceptable Documents for Verifying Identity and Employment Authorization
Documents designated for determining employment authorization and identity under the Immigration & Nationality Act (INA) are listed on Form I-9 and in the *Handbook for Employers* (M-274) found at www.uscis.gov. Employees have the right to choose which document or combination of documents to present. Please note that any List B document presented to an employer participating in E-Verify **must** contain a photograph.

Admission Number or I-94 Number
An 11-digit number that is found on the Arrival-Departure Record (Form I-94 or Form I-94A).

Alien (Noncitizen)
Any person who is not a citizen or national of the United States.

Alien Authorized to Work
A noncitizen who is allowed to work because of their immigration status or a noncitizen who is granted work authorization by USCIS upon request. This option should not be selected for a Lawful Permanent Resident.

Alien Registration Number ("A" Number) or Alien Number
A unique 7-, 8- or 9-digit number assigned to a noncitizen at the time his or her A-File is created.

Anti-Discrimination Notice
The Anti-Discrimination Notice is published by the Office of Special Counsel for Immigration-Related Unfair Employment Practices, Department of Justice (OSC), and provides information to employees concerning discrimination in the workplace. The E-Verify Memorandum of Understanding requires participating Employers to display both the English and Spanish versions of the notice in a prominent place that is clearly visible to prospective employees. This notice is available in the online resources section of E-Verify. For questions about discrimination during the employment eligibility verification process, employers may contact OSC at 1-800-255-8155 or 1-800-237-2515 (TDD for the hearing impaired) or www.usdoj.gov/crt/osc.

Arrival/Departure Record (Form I-94 or I-94A)
A document issued to noncitizens when admitted into the United States. Some of these forms are stamped to indicate work-authorized status. Form I-94 or I-94A contains an 11-digit admission number that may be used as part of the initial E-Verify case if the noncitizen employee does not have an Alien Registration Number.

B

C

Case in Continuance
This response is given if SSA or DHS needs more than 10 federal government workdays to resolve a case. The employee continues to work until a definitive answer is provided in E-Verify from SSA or DHS.

Case Verification Number
A unique number assigned to each employee that is created when an employer submits an initial verification. Employers participating in E-Verify are required to record the case verification number on the employee's Form I-9 or to print the screen containing the case verification number and attach it to the employee's Form I-9.

Client Company
An individual or company that hires an Designated Agent to perform E-Verify cases on their behalf.

Close Case
The step in the verification process when either a final result has been provided or the user no longer needs to continue the verification and the case is ready to be closed.

Corporate Administrator
One of the E-Verify access method and the user type that corresponds to companies enrolled as a Corporate Administrator. This user type can only view reports for all of the company locations affiliated with the corporate account. They may also update user profiles for all users within the company.

D

Designated Agent
An individual or company that performs E-Verify cases on behalf of employers.

DHS Verification in Process
The response given if the employee's information matches SSA records but SSA does not have employment authorization information for the noncitizen employee. E-Verify automatically forwards the case to DHS for verification of employment authorization. DHS responds to most of these cases within 24 hours, but has up to 3 federal government workdays to respond. Employers should check E-Verify periodically for a response.

Document Type
Type of document(s) presented by a newly hired employee to verify identity and employment authorization.

E

Employment Authorized
The result received in E-Verify when the information entered into for an employee matches with SSA or DHS records. This result indicates employment authorization has been verified.

Employment Authorization Document (Form I-766)
A document issued to noncitizens that are authorized to work temporarily in the United States. The Form I-766 has been issued since January 1997.

Form I-9, Employment Eligibility Verification
The form employers are required to complete with the employee they hire an employee to perform labor or services in return for wages or other remuneration. This requirement applies to all employees hired after November 6, 1986.

E-Verify
E-Verify is an Internet-based program in which the employment authorization of a newly hired employees and existing employees assigned to a Federal contract will be verified after the Form I-9, Employment Eligibility Verification has been completed. This involves separate verification checks (if necessary) of records maintained by SSA and DHS.

E-Verify Participation Notice
The E-Verify Notice informs perspective employees that an employer is participating in E-Verify. The Memorandum of Understanding (MOU) requires participating Employers to display both the English and Spanish versions of the notice in a prominent place that is clearly visible to prospective employees. These notices must also be displayed in a prominent place that is clearly visible to all employees who are to be verified through E-Verify.

F

Final Nonconfirmation
If an employee's employment authorization cannot be verified, an employer will receive a Final Nonconfirmation response from SSA or DHS. An employer receiving a Final Nonconfirmation response may terminate the employment of the employee and will not be civilly or criminally liable under any law for the termination, as long as the action was taken in good faith reliance on the information provided through E-Verify.

G

General Users
This user type creates cases, views reports, and can update his or her user profile.

H

Handbook for Employers (M-274)
Provides detailed instructions on how to complete and retain Form I-9, Employment Eligibility Verification.

Hire Date
The date you enter into the hire date field in E-Verify is usually the date the employee began work for pay. This is the date that the employer entered into the Section 2 Certification on Form I-9.

An E-Verify case must be initiated no later than the end of three (3) business days after the employee begins work for pay. However, the E-Verify case may be

submitted before the employee begins work for pay as long as the employee has accepted an offer of employment and Form I-9 is complete. In these situations, the date you should enter into the hire date field in E-Verify is the date you submit the case in E-Verify.

I

Immigration and Nationality Act of 1952 (INA)
The Act, which, along with other immigration laws, treaties, and conventions of the United States, relates to the immigration, temporary admission, naturalization, and removal of noncitizens.

Immigration Reform and Control Act of 1986 (IRCA)
Public Law 99-603 (Act of November 6, 1986), sought to eliminate employment opportunity as a key incentive for illegal migration to the United States. IRCA mandates that all U.S. employers must ensure that all employees hired after November 6, 1986, are eligible to work in the United States and possess valid work authorization documents. It provides sanctions against employers who knowingly hire undocumented workers or discriminate against employees based on citizenship status, national origin or employment status.

Initial Case Result
The results displayed in E-Verify once an employee's information has been submitted as part of a verification case.

Interim Case Status
Certain initial E-Verify results that require additional action before E-Verify can provide a final case result.

J

K

L

Lawful Permanent Resident
A noncitizen who has been lawfully granted the privilege of residing and working permanently in the United States.

M

Memorandum of Understanding (MOU)
A legal document describing a bilateral or multilateral agreement between parties. It constitutes a legally binding contract when properly executed (e.g., signed) by all the parties. Employers that participate in E-Verify must sign the E-Verify MOU between the employer, the U.S. Department of Homeland Security and the Social Security Administration.

N

No Show

A response received when the employee did not contact DHS to resolve his or her case and 10 federal government workdays have passed since the date of referral. The DHS No Show result is considered a Final Nonconfirmation.

Noncitizen National of the United States
Persons born in American Samoa; certain former citizens of the former Trust Territory of the Pacific Islands who relinquished their U.S. citizenship acquired under section 301 of Public Law 94-241 (establishing the Commonwealth of the Northern Mariana Islands) by executing a declaration before an appropriate court that they intended to be non-citizen nationals rather than U.S. citizens; and certain children of non-citizen nationals born abroad. Generally, noncitizen nationals are American Samoans.

Notice to Employee of Tentative Nonconfirmation
This is a computer generated notice given to an employee after a Tentative Nonconfirmation interim case result has been received from SSA or DHS. If an employee contests the Tentative Nonconfirmation, he or she must contact or visit the appropriate agency within 8 Federal government work days to initiate resolution of his or her E-Verify case.

O

P

Passport (Foreign)
Any travel document issued by a competent authority showing the bearer's origin, identity, and nationality, if any, which is valid for the entry of the bearer into a foreign country.

Passport (United States)
Document issued by the U.S. Department of State to U.S. citizens and noncitizen nationals.

Password
A unique identifier that allows registered E-Verify users access to the system.

Permanent Resident or Lawful Permanent Resident
A noncitizen who has been lawfully granted the privilege of residing and working permanently in the United States.

Permanent Resident Card (Form I-551)
Issued by the former Immigration and Naturalization Service beginning in December 1997 and now issued by U.S. Citizenship and Immigration Services, this card is the current version given to permanent residents. The document is valid for 10 years. In the current version of the I-551, the name of the document was changed from Resident Alien Card to Permanent Resident Card.

Photo Matching
During the verification case, employers match the photos on certain documents provided by employees when completing Form I-9 with the photo that appears in E-Verify. Photo matching is triggered only when an employee has provided a

Permanent Resident Card ("Green Card" (Form I-551)) or an Employment Authorization Document (Form I-766) as his or her Form I-9 document.

Photo Match
The photo on the employee's document matches the photo supplied by E-Verify. The photo transmitted by E-Verify should be the same (identical) photo that appears on an employee's DHS-issued document. Employers should be able to determine whether or not the photos match.

Photo Mismatch
The photo on the employee's document does not match the photo supplied by E-Verify. The photo transmitted by E-Verify should be the same (identical) photo that appears on an employee's DHS-issued document. If the employer determines that it does not match, a DHS Tentative Nonconfirmation (TNC) is issued and the employee is given the opportunity to contest.

Point of Contact
Someone in your company who can be contacted on E-Verify issues. This person may or may not be one of the three user types.

Pre-Screening
Creating a case in E-Verify before a job offer has been accepted and Form I-9 is complete.

Program Administrator
This user type creates user accounts at his or her site. He or she can view reports, create cases, update account information, and unlock user accounts.

Q

R

Referral Letter
An employee that has chosen to contest an SSA or DHS Tentative Nonconfirmation result is provided with the appropriate agency Referral Letter instructing him or her to contact or visit the government within eight federal government workdays from the date of referral to initiate the resolution of their E-Verify case.

Request Name Review
In some cases E-Verify returns a case result of 'Employment Authorized,' but the name shown as authorized does not match exactly the name you entered in E-Verify from the employee's Form I-9. This can happen because of name variations in DHS records.
If the names do not match, the case must be sent to DHS for review. Taking this step ensures that the record associated with the 'Employment Authorized' case result belongs to the employee whose information entered in E-Verify.

Review and Update Employee Data
In some instances, a case status of 'Review and Update Employee Data' may occur. This means that SSA found a discrepancy in the information it received in the E-Verify referral. This may occur because of typographical errors and/or incorrect

information on Form I-9. The Form I-9 will need to be reviewed with the employee, the information corrected as applicable, and then the case can be resubmitted.

S

SSA Referral
After an employee is advised of a Tentative Nonconfirmation and has signed the Notice to Employee of Tentative Nonconfirmation, the employee is referred to SSA to resolve the TNC.

Social Security Administration (SSA)
The Federal government agency that administers a national program of contributory social insurance whereby employees, employers, and the self-employed pay contributions that are pooled in special trust funds. SSA and DHS jointly manage the E-Verify program.

T

Tentative Nonconfirmation (TNC)
The employee information was compared to government records and could not be verified. This does not mean that the employee is not authorized to work, or that the information provided was incorrect. The employee must contact or visit either SSA or DHS to resolve the discrepancy and continue employment.

U

User ID
The user ID is a system-generated ID with letters and numbers that identifies the user of a computer system or network. All people who create cases must have their own user IDs. The user ID must be 8 characters and may be letters, numbers, or a combination of both. A user ID is not case sensitive.

W, X, Y, Z